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ABSTRACT

Services to the elderly, institutionalized, and physically and mentally exceptional, who are unable to use the public library in its traditional form, are described in this guide to programs at the Inglewood (California) Public Library. Topics include: (1) overall library goals and activities; (2) functional and organizational structure of community services, internal relationships, and job descriptions; (3) Talking Book Service for the visually and/or physically handicapped--history, eligibility, registration procedures, sample forms, book selection, processing and circulation, equipment, service evaluation, and plans for additional service; (4) Braille book collection--history, selection, ordering, and circulation; (5) history of the braille writing machine, charge out procedures, and users; (6) large print collection--selection, publishers, ordering and cataloging, shelving, circulation and the large print book catalog at the library; (7) extramural services (collections housed outside the library for those unable to visit)--collections, selection, processing and routing, audio materials, maintenance, and problems; (8) proposed service to shut-ins--organization, volunteers, shut-in eligibility, equipment and materials, procedures and reports, sample forms, and a booklet on guidelines to service; (9) additional programs for special patrons and publicity for them; and (10) plans for future development. Also included is a list of resources--books, periodicals, circulars, and films--of interest to others serving the community. (MBR)

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LIBRARY COMMUNITY SERVICES

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INGLEWOOD PUBLIC LIBRARY
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Inglewood, California 90301

1977

IR006292

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INTRODUCTION

One of the goals of the Inglewood Public Library is to provide service to those who are unable to use a library in its traditional form. These include the elderly, the institutionalized, the physically handicapped, and the exceptional child. Service is also provided to the City's Parks and Recreation and Fire Departments. The institutionalized refers to those persons confined to convalescent hospitals and retirement residences. The physically handicapped include the blind or partially sighted, the deaf or hard of hearing, and the wheelchair confined. The exceptional child refers to those children with sensory, intellectual, emotional, or physical differences. Some members of each of these groups may feel that a library does not answer their educational, informational, and recreational needs. These feelings are justified if a library provides services only to those who can get to the library. If a library provides service only to them, it will not be serving the entire community.

The Library recognizes that by selecting these specific groups as targets for library service, it has left out others whose needs could be considered equally important. Some of these groups include the incarcerated, illiterate, juvenile delinquent, and non-English speaking. Since the majority of non-English speaking population in Inglewood are Spanish speaking, the Library has an established program of service to the Spanish speaking.¹

With limited staff and funds the Library has expanded its already existing services to the elderly, institutionalized, and physically handicapped. By choosing to serve them, the Library is serving a larger percentage of that portion of the community which is unable to use the Library in its traditional form. Proposals for service to those groups not yet served by the community services program are discussed in Chapter 12 (Plans and Projects).

The Inglewood Public Library has tried to reach these groups by providing services and resources designed especially for them. During the last decade, both services and resources have expanded to meet their needs. In 1966, a collection of books for senior adults was permanently established at a local park where older adults frequently meet. Soon after, extramural collections were also established at local convalescent hospitals, retirement residences, and fire stations. In 1967, the Library received its first large print titles. In 1968, the collection contained 60 titles. Today, this collection of large print books has expanded to over 1600 fiction and subject titles for both children and adults. In 1968, the Library became a depository for talking books for the blind. The current collection has almost 1,000 titles. In 1971, three Perkins Brailers were donated to the Library by local service groups. In 1973, the Inglewood Public Library became a depository for Braille books. Each of these services combine to provide service to those who might otherwise have little contact with the Library.

¹Inglewood Public Library. Library Service to the Spanish Speaking, 1977.

Until recently, few programs for special groups were initiated because of limited staff and funds. Programs which include films and oral presentations are now being offered at various convalescent hospitals and retirement residences in the Inglewood area.

Prior to 1974, the community services program was conducted by the Audio-visual Division. In that year, federal support in the form of the Comprehensive Employment and Training Act (CETA) made possible the hiring of a full-time Community Services Librarian to develop the service. A part-time Community Services Assistant and a Library Aide have also been assigned to Community Services. Additional staff would be needed if programs increase.

The primary intent of this manual is to show how specific services, such as the talking book service, operate within the framework of the Library. This manual will also guide librarians who are starting a similar service in their own library. It may give them some encouragement and ideas for initiating programs to the elderly, the institutionalized, the physically handicapped, and the exceptional child. Many of the program ideas referred to in Chapter 12 (Plans and Projects) are experimental and could be modified to fit individual community needs.

Each chapter concerning the operation of a specific service is introduced by a brief paragraph on its development. Examples of the forms used have also been included. Hopefully, the revision of this manual will include reports on the success of those proposed new services.

OBJECTIVE, GOALS, AND ACTIVITIES

"The public library, as a service agency, must continually evaluate its function if it is to provide meaningful resources, services, and programs to a community that continually is changing. A basic approach is for the library to determine its goals. Goals influence the quality and types of services. Decisions can be more readily made when goals are stated. Planning and programming can be more effective and realistic when goal statements are established."¹

CONTENTS OF THIS CHAPTER

OBJECTIVE

GOALS AND ACTIVITIES

Administration

- Budget
- Personnel
- Policies and procedures
- Public relations
- Professional activities

Resources

- Materials
- Equipment
- Materials and equipment maintenance

Services

- Community relations
- Materials circulation
- Information and referral services
- Programs

OBJECTIVE

Community Services provides resources and services to those in the community who are not fully able to use library service in its traditional form.

¹Inglewood Public Library. Library Objectives, Goals, and Activities. 1973. p. 4.

GOALS AND ACTIVITIES

ADMINISTRATION

Budget

Goal: Recommend realistic budget requirements and make the most effective use of the budget allocation.

Activity: Determine priorities.
Prepare budget request and review budget allocation periodically.

Personnel

Goal: Make maximum use of staff, including volunteers.

Activity: Select applicants for positions.
Schedule and supervise personnel.
Determine training needs and conduct specialized in-service training.
Evaluate staff; counsel as necessary.
Recruit and select volunteers.
Provide and maintain accurate, complete, and up-to-date records and files.

Policies and procedures

Goal: Formulate policies and procedures which will result in a more effective operation.

Activity: Attend staff meetings; read library procedural manuals, memos, and reports.
Report on problem areas and recommend improvements.
Prepare memos, reports, and studies including an operational manual.
Review and evaluate policies and procedures and recommend changes to insure a service that is responsive to the public.
Inform staff of changes in policies and procedures.

Public relations

Goal: Develop an awareness of the nature and resources of the community so as to promote public awareness of library services to the community through the use of all possible media.

Activity: Participate in City-wide programs.
Work with groups, organizations, and other agencies.
Prepare news releases, booklists, brochures, leaflets, and posters.
Give talks and demonstrations.
Arrange displays of materials and maintain public bulletin boards.

Professional activities

Goal: Become aware of the latest developments in the community services area and the library field in general, and apply as appropriate.

Activity: Read professional literature.
Attend meetings, classes, and conferences.
Visit other facilities.
View demonstrations of new methods and equipment.

RESOURCES

Resources include large print materials, extramural books and photograph records, talking books, Braille books, and specialized equipment.

Materials

Goal: Provide a collection of specialized library materials that reflects the needs of the community.

Activity: Review library media, order suggestions from the public and staff, and use indicator cards as a basis for selection.
Evaluate public reaction to resources through statistics, user's reaction forms, questionnaires, and other comments.
Consult with vendors and publishers' representatives.
Order, receive, and process library materials.
Review new library materials as received.
Evaluate library collections and withdraw materials no longer suitable.
Conduct inventories of library materials.
Provide and maintain accurate, complete, and up-to-date records, catalogs, and files.
Develop a selection policy for community services materials.

Equipment

Goal: Provide special equipment usually inaccessible to the aged and handicapped.

Activity: Maintain accurate, complete, and up-to-date equipment records.
Maintain file of vendors and agencies which stock special equipment.

Materials and equipment maintenance

Goal: Insure that library materials and equipment are in good condition and ready for use.

Activity: Inspect, collate, and clean library materials.
Shelve returned library materials.
Withdraw materials in poor condition.
Maintain necessary supplies.
Insure operability of equipment and request maintenance service as required.

SERVICES

Community relations

- Goal: Become conversant with the physical and psychological problems affecting the aged, physically handicapped, and institutionalized users of library materials, and provide services accordingly.
- Activity: Coordinate services with persons responsible for the care and activities of the aged, the physically handicapped, and the institutionalized. Communicate directly with the aged, the physically handicapped, and the institutionalized. Establish liaison (by personal contact, telephone, or correspondence) with local, state, and Federal agencies. Learn the limiting effects of major handicaps by reading specialized publications and through discussions with personnel of various agencies. Consult other libraries serving the aged and handicapped.

Materials circulation

- Goal: Provide effective methods for charging and receiving library materials that are easy to use, are accurate, and require minimum staff time.
- Activity: Charge and receive library materials. Search public stacks for requested library materials. Reserve library materials. Provide and maintain accurate, complete, and up-to-date records and files.
- Goal: Provide an effective method of delivery of library materials to those unable to visit the library.
- Activity: Register those unable to visit the library. Maintain circulation and readers' advisory records. Schedule delivery of library materials. Deliver and return library materials.

Information and referral services

- Goal: Provide information and referral services.
- Activity: Explain the resources, catalogs, and indexes to the public. Refer patrons to appropriate sources.

Programs

- Goal: Provide programs which are responsive to the public.
- Activity: Plan and schedule programs. Book films and equipment. Conduct and/or participate in programs.

ORGANIZATION

This chapter deals with the function and organizational structure of Community Services, internal relationships, and position descriptions.

FUNCTION

The Library's Community Services Section appears in the Library organization as part of the Extension Division. Its function is to provide resources, services, and programs to those in the community who are unable to use library service in its traditional form. Community Services also maintains extramural collections in institutions and City facilities.

RELATIONSHIPS WITH OTHER LIBRARY FUNCTIONS

The Community Services function is interrelated with other library functions and activities as indicated below.

Audio-visual Division. The Audio-visual Division provides projectors, films, and staff for film showings, and sound recordings for extramural collections.

Branch Libraries. Branch library staff members refer the handicapped to Community Services. Branch libraries provide large print books on a rotating basis, and the branch staffs encourage and assist the public in their use.

Children's Division. Efforts are made to include the physically handicapped in regular children's library programs and activities. The Community Services Librarian assists in the selection of materials for the exceptional child.

Circulation and Circulation Control. The large print collection is the only Community Services collection that is charged, discharged, and shelved by circulation personnel. Registration clerks work with Community Services clerks in registering the physically handicapped, both in the Library and outside the Library. The Community Services Librarian consults the Volunteer Coordinator (Head - Circulation Division) in the selection of volunteers.

Library Administrative Office. Even though the Community Services budget is incorporated in the Extension Division budget, it is prepared and administered in connection with the Library Administrative Office. Community Services works closely with the Office concerning personnel: selection, evaluation, personnel transactions, payroll, and budget. Statistics concerning activities and holdings are submitted quarterly. Public relations activities, including press releases and brochures, are channeled through the Office. Requests for special deliveries, pick-up, and mailing using the Library Delivery Clerk must be made in advance through the Office.

Reference and Information Services. Reference and Information Services personnel refer inquiries concerning services for the disadvantaged to Community Services personnel. Reference and Information staff members are also conversant with Community Services activities, enabling them to assist the public in the absence of Community Services staff. Information Assistants register the blind for talking book service.

Serial Publications and Documents Division. Serial Publications and Documents staff acquires, maintains, and routes periodicals for Community Services. Serials and Documents personnel also acquire documents on request.

Technical Services Division. Technical Services staff acquires, classifies and catalogs, processes, and maintains large print books.

POSITION DESCRIPTIONS

Position descriptions are given for the following positions in Community Services: Community Services Librarian, Community Services Assistant, and Community Services Aide.

The three positions noted in this study follow the standard pattern of listing the various duties required in the position. In order to give a fuller picture of the position, the percentage of time spent on each duty is indicated and the duties ranked by this percentage, which indicates only "time spent" and has no direct relationship to the importance of the duty.

Listed under duties (if they apply) are responsibility relationships - that is, the relationship to another area of activity such as the Children's Division or the Library Administrative Office. Each duty has, therefore, been analyzed with respect to personnel in another area of activity who (1) must be consulted, (2) may be consulted, and (3) must be notified. These responsibility relationships do not include (1) the person (in Community Services) to whom the employee reports, (2) those the employee may supervise, or (3) anyone else in Community Services.

Job Title	COMMUNITY SERVICES LIBRARIAN
Class Title	Librarian
Reports to	Head - Extension Division
Supervises	Community Services Assistant and Aide
Location	Main library

Summary. The Community Services Librarian directs the Library's program of service to those in the community who are unable to use library service in its traditional form; selects extramural and large print materials and supervises their distribution and maintenance; determines library resources and services to the blind and the physically limited and supervises their circulation and maintenance; initiates, plans, and participates in community services programs.

Duties

Percent

- 1) Prepares studies, reports, statistics, book lists, announcements, and publicity. 15

Must notify Library Administrative Office.

- 2) Evaluates the use of extramural and large print materials and supervises their routing and maintenance. 15

Must consult Technical Services personnel and Library Administrative Office for scheduling the Delivery Clerk.

May consult branch librarians and City personnel.

- 3) Determines library resources and services to the blind and the physically limited and supervises their circulation and maintenance. 15

Must consult the Braille Institute.

May consult government agencies dealing with the blind and physically limited and other libraries.

- 4) Attends meetings and conferences; reads professional literature; is aware of professional developments including physical and psychological problems affecting the handicapped. 10

- 5) Selects library materials for the extramural and large print collections. 5

Must consult Order-receiving staff.

May consult order librarians and branch librarians.

<u>Duties</u>	<u>Percent</u>
6) Determines library requirements for citizens unable to use library facilities; provides resources and develops services and programs.	5
7) Gives presentations and interprets Community Services resources and services; conducts library tours.	5
8) Arranges for Community Services activities with City departments, schools, community organizations, and other agencies concerned with community services.	5
<u>Must consult</u> outside personnel concerned.	
9) Schedules, supervises, and counsels personnel, maintains time work records, prepares work performance reviews, determines training needs, and provides in-service training.	5
<u>Must consult</u> Library Administrative Office.	
10) Coordinates Community Services activities with other Library activities and functions.	4
<u>May consult</u> Library staff concerned.	
11) Studies and analyzes current library community services programs and keeps up-to-date on Federal and other programs relating to community services.	4
<u>May consult</u> government agencies.	
12) Recruits, trains, assigns, and supervises Community Services volunteers.	3
<u>Must consult</u> Volunteer Coordinator.	
13) Prepares Community Services exhibits.	2
<u>Must consult</u> Audio-visual exhibit personnel.	
14) Provides information for referral index and supervises maintenance; assist patrons in its use.	2
<u>May consult</u> Reference and Information services staff.	
15) Receives instruction and training.	2
16) Reports on problem areas and recommends policy and procedural changes.	1

<u>Duties</u>	<u>Percent</u>
17) Determines circulation and circulation control policies for Community Services collections and equipment.	1
18) Prepares budget request and reviews budget allocation periodically.	1
<u>Must consult</u> Library Administrative Office.	
19) Directs shut-in service. ¹	—

¹ The Library has not yet activated this service and the amount of time spent is not included in the percentage account of the position.

Job Title	COMMUNITY SERVICES ASSISTANT ¹
Class Title	Senior Library Clerk
Reports to	Community Services Librarian
Location	Main library

Summary. The Community Services Assistant assists the Community Services Librarian in coordinating Community Services activities and in ordering, maintaining, and circulating resources.

Duties

Percent

SERVICE TO THE BLIND AND PHYSICALLY LIMITED

- | | | |
|----|--|----|
| 1) | Circulates talking books for the blind by mail from requests or borrower's interest listing; retrieves overdue materials; maintains circulation records. | 40 |
|----|--|----|

- | | | |
|----|---|----|
| 2) | Orders talking books based on borrowers' requests and maintains order and shelf list records. | 10 |
|----|---|----|

Must consult Braille Institute which provides materials.

May consult other libraries which provide materials.

- | | | |
|----|---|---|
| 3) | Contacts borrowers periodically to insure satisfactory service. | 7 |
|----|---|---|

- | | | |
|----|--|---|
| 4) | Registers borrowers for talking books for the blind; interprets services to borrowers; maintains registration records. | 5 |
|----|--|---|

Must consult Braille Institute for applicant's eligibility.

- | | | |
|----|--|---|
| 5) | Orders, circulates, maintains, and returns talking book phonographs and accessories. | 5 |
|----|--|---|

Must consult Braille Institute which provides equipment.

Must consult Library Administrative Office for scheduling Library Delivery Clerk.

¹ The Community Services Assistant may also be an Information Assistant. The time spent as Information Assistant is not included in the percentage of the position.

<u>Duties</u>	<u>Percent</u>
6) Review talking book collection and returns materials.	5
7) Circulates Brailers and maintains circulation records.	5
<u>Must consult</u> Library Administrative Office for scheduling Library Delivery Clerk.	
<u>May consult</u> agencies and organizations concerning patron referrals.	
8) Supervises the inspection and cleaning of talking books for the blind.	3
9) Assists in the circulation of Braille materials.	2
<u>May consult</u> Circulation Division personnel.	
10) Maintains referral index and assists patrons in its use.	1
MULTIMEDIA COLLECTIONS	
11) Assists in the routing of extramural books and sound recordings and maintains location records.	3
<u>Must consult</u> Library Administrative Office for scheduling Library Delivery Clerk.	
<u>Must consult</u> personnel supervising extramural collections in various locations.	
12) Prepares order requests for large print and extramural books; maintains large print vendors' file.	2
<u>Must consult</u> Technical Services Order-receiving personnel.	
13) Coordinates branch library routing of large print books.	1
<u>Must consult</u> branch library circulation supervisors.	
SHUT-IN SERVICE	
14) Assists in shut-in service including coordinating and scheduling of volunteers, selecting materials from borrowers' requests, interpreting services to borrowers, and maintaining circulation and volunteer records. ¹	—
<u>May consult</u> other libraries	
<u>May consult</u> service organizations.	

¹ The Library has not yet activated this service and the amount of time spent is not included in the percentage account of the position.

DutiesPercent

GENERAL DUTIES

- | | | |
|-----|---|---|
| 15) | Initiates and prepares correspondence, reports, and statistics; types news releases, book lists, and brochures. | 5 |
| 16) | Maintains community services correspondence and files. | 5 |
| 17) | Reports on problem areas and recommends procedural changes. | 1 |

Job Title	COMMUNITY SERVICES AIDE
Class Title	Library Aide
Reports to	Community Services Librarian
Location	Main library

Summary. The Community Services Aide maintains Community Services materials.

<u>Duties</u>	<u>Percent</u>
1) Inspects, cleans, and shelves talking books for the blind.	50
2) Assembles and packs Community Services materials for mailing.	10
3) Discharges and shelves returned extramural materials.	10
4) Assists Technical Services staff in processing extramural materials.	10
<u>May consult</u> Technical Services staff.	
5) Prepares extramural materials for routing.	4
6) Assists Community Services Assistant in miscellaneous duties.	2
7) Assists in programs and services.	2
8) Assists Library Delivery Clerk in loading and delivering Community Services materials and equipment.	2

COMMUNITY SERVICES ACTIVITIES

In the previous discussion of position descriptions, a summary of the duties required was included with each position in an effort to delineate further the respective positions. Those duties identify various end results which the person filling the position is responsible for achieving. Here the focus is on the activities or methods by which the end results are to be achieved. Activities are listed here under professional (Community Services Librarian) and non-professional (Community Services Assistant and Community Services Aide).

Professional activities

- Answer telephone
- Attend meetings and conferences
- Compile bibliographies
- Conduct class visits in the library
- Conduct library tours
- Conduct orientations
- Conduct shut-in service
- Confer with Library staff/City employees
- Confer with representatives of organizations
- Evaluate and distribute cataloged library materials
- Evaluate gift materials
- Explain Library policies and procedures to the public
- Give talks and presentations
- Initiate memos and other correspondence
- Perform activities related to professional affiliations
- Plan and prepare displays
- Plan overall operation of the Section
- Plan, prepare, and conduct programs
- Prepare and review budget
- Prepare for class visits
- Prepare for orientations
- Prepare payroll information
- Prepare publicity
- Prepare studies and reports
- Read correspondence
- Read professional literature
- Receive instruction and training
- Review new audio-visual materials
- Review new books
- Review resources for updating
- Review resources for withdrawal
- Schedule personnel
- Select, evaluate, and counsel personnel
- Select library materials
- Staff adult reference desk
- Assist the public in the use of periodical indexes
- Assist the public in the use of reference materials
- Assist the public in the use of the public card catalog
- File reference services
- Give directional information

Identify library materials from telephone requests
Perform readers' advisory service
Receive, edit, and complete book requests
Supervise and train personnel
Supervise and train volunteers
Visit libraries and other facilities

Nonprofessional activities

Answer telephone (including routing calls)
Assist in programs
Attend meetings and conferences
Choose talking books for mailing
Compile statistics
Confer with Library staff/City employees
Cover books with plastic
Explain Library policies and procedures to the public
Inspect and clean talking books
Maintain equipment files
Maintain office files
Maintain revolving collections
Maintain shut-in service patron file
Maintain supplies
Maintain talking book circulation file
Maintain talking book patron file
Maintain talking book shelf list
Observe, report on, or correct stack conditions
Operate photocopier
Order new talking books
Prepare materials for shipment
Prepare talking books for mailing
Receive and process new talking books
Receive and process returned extramural books
Receive and process returned talking books
Receive instruction and training
Register borrowers
Route materials
Shelve library materials
Telephone handicapped patrons
Type correspondence, memos, reports, schedules, etc.

COMMUNITY SERVICES LIBRARIAN WORK EVALUATION

Employee's name	Employee's class title	Date	
			OUTSTANDING GOOD FAIR UNSAT.
1. Knowledge of the composition of the local community.			
2. Ability to plan & conduct programs for the elderly, the physically handicapped, the institutionalized, & the exceptional child, based on an awareness of their library needs.			
3. Ability to select & evaluate materials for the elderly, the physically handicapped, the institutionalized, & the exceptional child.			
4. Ability to speak at public functions.			
5. Ability to plan effective publicity.			
6. Ability to work with other agencies serving the community.			
7. Ability to use audio-visual & talking book equipment.			
8. Ability to plan future services.			
9. Ability to supervise personnel.			
10. Ability to prepare studies, reports, & booklists.			
11. Ability to prepare budget requests.			
12. Ability to work with children & adults.			
13. Ability to develop priorities & set goals.			
14. Punctuality.			
15. Appearance.			
16. Attitude toward other employees.			
17. Courtesy toward the public.			
18. Ability to organize work; assign & schedule staff.			
19. Ability to accept suggestions & criticism.			
20. Understanding of the role of Community Services within the Library system; awareness of Library policies & procedures.			
21. Considering all Community Services Librarians you have known, what is your overall rating of this employee?			

COMMENTS:

TALKING BOOK SERVICE

This chapter deals with the Talking Book Service for the visually or physically handicapped. As a deposit library for both the Library of Congress' Division for the Blind and Physically Handicapped (DBPH) and the Braille Institute of America we have developed this operating procedure.

CONTENTS OF THIS CHAPTER

INTRODUCTION
ELIGIBILITY
SELECTION OF TALKING BOOKS AND TITLES
ORDERING TALKING BOOKS
CATALOGING AND PROCESSING TALKING BOOKS
CIRCULATION PROCEDURE
PAST DUE TALKING BOOKS
INSPECTION AND CLEANING OF TALKING BOOKS
EQUIPMENT
INFORMATION DESK ELIGIBILITY FILE
REPORTS AND STATISTICS
EVALUATION OF SERVICE
PLANS FOR ADDITIONAL SERVICE
SAMPLE FORMS

INTRODUCTION

The Division for the Blind and Physically Handicapped of the Library of Congress is responsible for planning and conducting a nationwide program providing free reading materials to the blind and physically handicapped (See Section 135a-1 and 135b of Title 2 US Code). The Library of Congress has authorized the Braille Institute of America as a lending agency responsible for the selection, procurement, and distribution of reading materials through a network of cooperating deposit libraries. A deposit library must sign a "Sublending Agency Service Agreement" for sound reproducers and other equipment, which delineates the responsibility of the library to the Braille Institute and DBPH.

In July 1968, the Inglewood Public Library was authorized by the Braille Institute to become a local depository or sublending agency for talking books for the blind. Talking book service is designed to provide library service to those who are visually or physically handicapped.

A Braille Institute deposit library is a collection of talking books, tapes, and/or Braille books sent to hospitals, convalescent and retirement homes, public libraries, and schools. The Braille Institute determines which libraries will become talking book depositories by the number of patrons in the local area who could benefit from this service. A head nurse, occupational therapist, volunteer director, or a librarian who works with the blind may apply for deposit library status. When the application is approved, the Braille Institute sends the individual deposit library a list of proposed titles for the first shipment. The librarian may change the list by suggesting additions or deletions. When the list, either approved as received or amended, is returned to the Braille Institute, the books are sent to the deposit library.

Talking books are phonograph records (usually four to ten records) assembled in a container similar to that used for film shipment. These records consist of narrated literary works which are unabridged. The records and special record players with 8 1/3, 16 2/3, and 33 1/3 rpm speeds are supplied by the Division for the Blind and Physically Handicapped through its regional offices. The regional office for Southern California is the Braille Institute at 741 North Vermont Avenue, Los Angeles 90029.

Although this service was designated to serve only the local area, the Inglewood City Council on October 22, 1968 authorized the Library to provide talking book service to anyone in Southern California, enabling the Library to serve an urban area of several million people.

The initial collection arrived in August 1968, and consisted of over two hundred titles, including fiction and a variety of subjects. The present collection averages about 900 titles and is frequently reviewed and changed to fit reader requirements. These records, as the property of the Library of Congress, are mailed postage free to all qualified borrowers. The Library of Congress mails Talking Book Topics to patrons eligible for the talking book service. This bi-monthly publication reviews all recent material recorded on talking book records. Included with each issue is an 8 1/3 rpm sound sheet (flexible phonograph record disc) which may be more readily usable by the patron.

ELIGIBILITY

The Library also subscribes to Choice, an audio anthology of magazine articles which are transcribed on 8 1/3 rpm phonograph records by professional readers and circulated to interested patrons. (For additional information, write Choice Magazine Listening, 14 Maple St., Port Washington, NY 11050.)

Sources of users. The majority of applicants for talking book service originate as referrals from the Braille Institute.

Counselors from the State Department of Rehabilitation work closely with the handicapped in the area and refer those who can use talking books. Organizations such as the Foundation for the Junior Blind use our collection for young people at their facility. Personal contacts with public service groups and older adult and church organizations make potential users aware of the talking book service. Eligible patrons visiting in the area take advantage of our services. Residents of the area who have had eye surgery or are temporarily handicapped may also use

talking books while recuperating. Displays within the Library as well as radio announcements and press releases in local newspapers serve as important channels of communication.

Eligibility and registration. Each new patron desiring talking book service receives: (1) a cover letter explaining the Talking Book Service (See example page 25), (2) an application for free library service (See example pages 26 - 29 and (3) a stamped envelope addressed to the Inglewood Public Library. The application must be signed by the patron's doctor or other certifying authority.

A personal folder is initiated for each prospective talking book user and filed in the "pending" file. The personal folder will contain the following:

- 1) A copy of the application for free library service.
- 2) A Braille referral card - a 5" x 7" card printed by the Braille Institute and used as a record of verbal or written communication between the Community Services Assistant and the patron. The reverse side of the card is a listing of the patron's subject interests. (See example page 30).
- 3) Selection chart - As talking books are selected, each talking book number is crossed off the patron's selection chart to prevent repeated selection. (See example page 31).
- 4) Correspondence between patron, Library staff, and the Braille Institute.

When the signed and completed application is returned, two talking books and a record player are assigned to the new user on a temporary basis. The application is photocopied and the copy is placed in the patron's folder. The original application is mailed to the Braille Institute with an eligibility confirmation letter (See example page 32). The Braille Institute indicates its approval on this letter and returns it to the Library. This approval letter is placed in the patron's personal folder which is then filed in the "active" file.

On approval, the Braille Institute will mail a permanent record player and selected talking books to the new user. The catalog Talking Books and the bi-monthly Braille Institute publication Talking Book Topics are mailed to the new user from the Library of Congress. A patron may request as many talking books as desired. Patrons may request talking books which are not in the Library's depository collection directly from the Braille Institute. When a patron begins service, it is the responsibility of the Library to insure that patrons understand how to use the equipment. The patron should notify the Library when there is a change of address or eligibility status, or a desire to discontinue service.



SAMPLE COVER LETTER

CITY OF INGLEWOOD CALIFORNIA

ONE MANCHESTER BLVD. / P O. BOX 6500 / INGLEWOOD, CALIF. 90301

Mrs. D. A. Smith
555 W. 95th Street
Inglewood, CA 90301

Dear Mrs. Smith:

Welcome to the Talking Book Service of the Inglewood Public Library. A Talking Book machine and records will be delivered to you shortly. I have enclosed a short questionnaire for you to complete and a self-addressed stamped envelope in which you may return it to me. The questionnaire will enable me to select titles you will enjoy.

If you have any questions or requests, please do not hesitate to contact the Library, at 649-7601.

Sincerely,

Community Services Librarian
Inglewood Public Library
101 West Manchester Blvd.
Inglewood, CA 90301

Enc. (1)

BRaille INSTITUTE LIBRARY

APPLICATION FOR FREE LIBRARY SERVICE

Complete and mail to:

Braille Institute Library, 741 N. Vermont Ave., Los Angeles, CA 90029 • (213) 660-3880

Mr. Mrs.

Ms. Miss

DATE OF BIRTH

ADDRESS

TELEPHONE

CITY & STATE

ZIP CODE

In the lending of books and equipment, preference is given, by law, to veterans. Please check here if you have been honorably discharged from the Armed Forces of the United States. ☐

Indicate the disability preventing you from reading standard printed material:

☐ Blindness (visual acuity of 20/200 or less in the better eye with correcting glasses, or, the widest diameter of visual field subtending an angular distance no greater than 20 degrees)

Visual

☐ Handicap (inability to read standard printed material without special aids or devices other than regular glasses)

Physical

☐ Handicap (inability to read or use standard printed material as a result of physical limitations, e.g., paralysis, missing arms or hands, extreme weakness)

Reading

☐ Disability (organic dysfunction of sufficient severity as to prevent reading printed material in a normal manner; please note that only doctors of medicine are defined as competent authorities in cases of reading disability)

See Page 2 for a further explanation of the eligibility criteria and certifying authority

To be completed by certifying authority

I certify that the applicant named is unable to read or use standard printed material for the reason(s) indicated above.

(Signature)

Date

(Title)

(Telephone)

(Address)

27

City

State

(Zip Code)

ELIGIBILITY OF BLIND AND OTHER PHYSICALLY HANDICAPPED PERSONS
FOR LOAN OF LIBRARY MATERIALS

Eligibility Criteria

- A. The following persons are eligible for free library service:
1. Blind Persons whose visual acuity, as determined by competent authority, is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.
 2. Other physically handicapped persons as follows:
 - (a) Persons whose visual disability, with correction and regardless of optical measurement, is certified by competent authority as preventing the reading of standard printed material.
 - (b) Persons certified by competent authority as unable to read or unable to use standard printed material as a result of physical limitations.
 - (c) Persons certified by competent authority as having a reading disability resulting from organic dysfunction and of sufficient severity to prevent their reading printed material in a normal manner.
- B. In cases of blindness, visual disability, or physical limitations, "competent authority" is defined to include doctors of medicine, ophthalmologists, optometrists, registered nurses, therapists, professional staff of hospitals, institutions, and public or welfare agencies (e.g., social workers, case workers, counselors, home teachers, and superintendents). In the absence of any of these, certification may be made by professional librarians or by any person whose competence under specific circumstances is acceptable to the Library of Congress.
- C. In the case of reading disability from organic dysfunction, competent authority is defined as doctors of medicine who may consult with colleagues in associated disciplines.
- D. Qualified readers must be residents of the United States, including the several States, Territories, Insular Possessions, and the District of Columbia, or American citizens temporarily domiciled abroad.

In order for us to begin serving you, we need information concerning your reading interests and equipment needs.

PLEASE ANSWER EACH OF THE FOLLOWING:

Are you a student? Yes _____ No _____ If so, grade _____

Have you ever had service from Braille Institute Library? Yes _____ No _____
If so, when? _____

Do you read Braille (raised dots read with fingers)? Yes _____ No _____
If so, grade _____

* Do you want a Government owned Talking Book Machine?
(All new books are recorded at 8 rpm which is not a commercially available speed.) Yes _____ No _____

* Do you want a Government owned Cassette player?
(All new books are recorded at 15/16 i.p.s. which is not a commercially available speed.) Yes _____ No _____

Do you have a tape recorder which will accommodate 7" reels at 3¾ i.p.s.? Yes _____ No _____

PLEASE CHECK THE SERVICES DESIRED:

- () Talking Books (Records)
- () Braille Books
- () Cassette Books
- () Open-Reel Tape Books (To receive books on open-reel tape, you must furnish your own tape recorder.)
- () Magazines:
 - Braille ()
 - Talking Books ()

* Note that playback equipment is supplied to eligible persons on extended loan. If this equipment is not being used in conjunction with library reading material it must be returned to Braille Institute Library. Postage-free mailing labels will be provided for the return of equipment.

To begin your library service we will provide you with catalogues of books available to enable you to submit your own reading lists.

To assist us in creating the necessary files for you, please indicate your reading interests by checking as many of the following categories as apply:

- | | |
|--|---|
| ☐ Adventure Stories | ☐ Religious Books: |
| ☐ Animal and Nature Stories | ☐ Catholic |
| ☐ Biography | ☐ Christian Science |
| ☐ Blindness | ☐ Jewish |
| ☐ Current Events | ☐ Protestant |
| ☐ Detective and Mystery Stories | ☐ Other; please specify |
| ☐ Drama (Plays) | |
| ☐ Fiction Classics | ☐ Romances |
| ☐ Historical Novels | ☐ Science |
| ☐ History | ☐ Short Stories |
| ☐ Humor | ☐ Spanish Language Books |
| ☐ Music and Art (books about) | ☐ Sports |
| ☐ Poetry | ☐ Travel |
| | ☐ Westerns |
| | ☐ Other; please specify |

Would you object if you received novels containing descriptions of sex, violence, or those using very frank language?

Yes _____ No _____

ADDITIONAL COMMENTS:

Braille referral card (front)

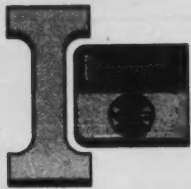
NAME			DATE LOANED	BOOK NO.	RETURNED	DATE LOANED	BOOK NO.	RETURNED
ADDRESS								
PHONE								
LOANED	BOOK NO.	RETURNED						

(back)

NAME _____		MACHINE NUMBER _____	
ADULT _____		CHILD (age) _____	
PLEASE INDICATE SUBJECTS THAT INTEREST YOU MOST:			
☐ ADVENTURE	☐ LIGHT ROMANTIC NOVELS	☐ RELIGIOUS STORIES	
☐ ANIMAL STORIES	☐ MYSTERIES	☐ SCIENCE	
☐ ARTS & CRAFTS	☐ NATURE	☐ SCIENCE FICTION	
☐ BIOGRAPHY	☐ NON-FICTION	☐ SEA STORIES	
☐ CURRENT EVENTS	☐ NOVELS, REALISTIC	☐ SHORT STORIES	
☐ ETHNIC INTEREST	☐ NOVELS, UNCOMPLICATED	☐ SOCIAL SCIENCES	
☐ HISTORICAL NOVELS	☐ POETRY	☐ SPORTS	
☐ HISTORY	☐ PLAYS	☐ SUSPENSE	
☐ HUMOR	☐ PSYCHOLOGY	☐ TRAVEL	
☐ HUMOROUS MYSTERIES	☐ RELIGION	☐ WESTERNS	
☐ OTHER SUBJECTS _____			

Selection chart

1	51	101	151	201	251	301	351	401	451	501	551	601	651	701	751	801	851	901	951
2	52	102	152	202	252	302	352	402	452	502	552	602	652	702	752	802	852	902	952
3	53	103	153	203	253	303	353	403	453	503	553	603	653	703	753	803	853	903	953
4	54	104	154	204	254	304	354	404	454	504	554	604	654	704	754	804	854	904	954
5	55	105	155	205	255	305	355	405	455	505	555	605	655	705	755	805	855	905	955
6	56	106	156	206	256	306	356	406	456	506	556	606	656	706	756	806	856	906	956
7	57	107	157	207	257	307	357	407	457	507	557	607	657	707	757	807	857	907	957
8	58	108	158	208	258	308	358	408	458	508	558	608	658	708	758	808	858	908	958
9	59	109	159	209	259	309	359	409	459	509	559	609	659	709	759	809	859	909	959
10	60	110	160	210	260	310	360	410	460	510	560	610	660	710	760	810	860	910	960
11	61	111	161	211	261	311	361	411	461	511	561	611	661	711	761	811	861	911	961
12	62	112	162	212	262	312	362	412	462	512	562	612	662	712	762	812	862	912	962
13	63	113	163	213	263	313	363	413	463	513	563	613	663	713	763	813	863	913	963
14	64	114	164	214	264	314	364	414	464	514	564	614	664	714	764	814	864	914	964
15	65	115	165	215	265	315	365	415	465	515	565	615	665	715	765	815	865	915	965
16	66	116	166	216	266	316	366	416	466	516	566	616	666	716	766	816	866	916	966
17	67	117	167	217	267	317	367	417	467	517	567	617	667	717	767	817	867	917	967
18	68	118	168	218	268	318	368	418	468	518	568	618	668	718	768	818	868	918	968
19	69	119	169	219	269	319	369	419	469	519	569	619	669	719	769	819	869	919	969
20	70	120	170	220	270	320	370	420	470	520	570	620	670	720	770	820	870	920	970
21	71	121	171	221	271	321	371	421	471	521	571	621	671	721	771	821	871	921	971
22	72	122	172	222	272	322	372	422	472	522	572	622	672	722	772	822	872	922	972
23	73	123	173	223	273	323	373	423	473	523	573	623	673	723	773	823	873	923	973
24	74	124	174	224	274	324	374	424	474	524	574	624	674	724	774	824	874	924	974
25	75	125	175	225	275	325	375	425	475	525	575	625	675	725	775	825	875	925	975
26	76	126	176	226	276	326	376	426	476	526	576	626	676	726	776	826	876	926	976
27	77	127	177	227	277	327	377	427	477	527	577	627	677	727	777	827	877	927	977
28	78	128	178	228	278	328	378	428	478	528	578	628	678	728	778	828	878	928	978
29	79	129	179	229	279	329	379	429	479	529	579	629	679	729	779	829	879	929	979
30	80	130	180	230	280	330	380	430	480	530	580	630	680	730	780	830	880	930	980
31	81	131	181	231	281	331	381	431	481	531	581	631	681	731	781	831	881	931	981
32	82	132	182	232	282	332	382	432	482	532	582	632	682	732	782	832	882	932	982
33	83	133	183	233	283	333	383	433	483	533	583	633	683	733	783	833	883	933	983
34	84	134	184	234	284	334	384	434	484	534	584	634	684	734	784	834	884	934	984
35	85	135	185	235	285	335	385	435	485	535	585	635	685	735	785	835	885	935	985
36	86	136	186	236	286	336	386	436	486	536	586	636	686	736	786	836	886	936	986
37	87	137	187	237	287	337	387	437	487	537	587	637	687	737	787	837	887	937	987
38	88	138	188	238	288	338	388	438	488	538	588	638	688	738	788	838	888	938	988
39	89	139	189	239	289	339	389	439	489	539	589	639	689	739	789	839	889	939	989
40	90	140	190	240	290	340	390	440	490	540	590	640	690	740	790	840	890	940	990
41	91	141	191	241	291	341	391	441	491	541	591	641	691	741	791	841	891	941	991
42	92	142	192	242	292	342	392	442	492	542	592	642	692	742	792	842	892	942	992
43	93	143	193	243	293	343	393	443	493	543	593	643	693	743	793	843	893	943	993
44	94	144	194	244	294	344	394	444	494	544	594	644	694	744	794	844	894	944	994
45	95	145	195	245	295	345	395	445	495	545	595	645	695	745	795	845	895	945	995
46	96	146	196	246	296	346	396	446	496	546	596	646	696	746	796	846	896	946	996
47	97	147	197	247	297	347	397	447	497	547	597	647	697	747	797	847	897	947	997
48	98	148	198	248	298	348	398	448	498	548	598	648	698	748	798	848	898	948	998
49	99	149	199	249	299	349	399	449	499	549	599	649	699	749	799	849	899	949	999
50	100	150	200	250	300	350	400	450	500	550	600	650	700	750	800	850	900	950	1000



CITY OF INGLEWOOD CALIFORNIA

ONE MANCHESTER BLVD. / P O. BOX 6500 / INGLEWOOD, CALIF. 90301

Braille Institute of America, Inc.
741 North Vermont Avenue
Los Angeles, CA 90029

Dear Librarian:

The person indicated below has requested Talking Book Service through the Inglewood Public Library. I have enclosed their application for free library service certifying the individual. Please indicate your approval and return the attached copy.

Thank you,

Community Services Librarian
Inglewood Public Library
101 West Manchester Blvd.
Inglewood, CA 90301
(213) 649-7601

Enc. (1)

SELECTION OF TALKING BOOKS AND TITLES

Selecting talking books requires more staff time than any other talking book activity. Telephone discussion with the patron concerning selection of titles is often necessary. The collection must be updated and re-evaluated continually. Not only are there special patron requests, but patron reading interests must be examined as a group. Sources for choosing additional titles include:

- 1) Talking Book Topics. A bimonthly publication printed and distributed free to blind patrons, it reviews titles available on talking books. Patrons can order special requests from this source.
- 2) Talking Books. An annual catalog of available titles with a brief annotation of each.
- 3) Computer produced lists of romance, mystery, western, and other categories of titles furnished by the Braille Institute to facilitate selection.
- 4) Reader's interests indicated on the Braille referral card. There are many broad subject areas available from which to select.
- 5) Special requests by talking book users.
- 6) Staff knowledge of authors and popular titles.

A list of new talking books is used by the Community Services Assistant to circle items on the individual patron's selection chart.

Talking books for children are selected by the Community Services Assistant in consultation with the Children's Division staff.

ORDERING TALKING BOOKS

The collection is reviewed quarterly by the Community Services Assistant. After the titles are chosen from Talking Books, a listing of the desired talking book numbers is mailed in letter form to the Braille Institute. (See example page 39). The Community Services Assistant retains a copy of the order to check when the new talking books arrive. Talking book requests may also be telephoned to the Braille Institute Library.

CATALOGING AND PROCESSING TALKING BOOKS

On receipt of the new talking book titles, a shelf list card is typed giving the talking book number, date received, author, and title. (See example page 34). Shelf list cards are arranged numerically by talking book number. The talking books are shelved with the description envelope remaining with them. Books are weeded and returned to the Braille Institute as new titles are received. The criteria used for weeding are the same as for books. Their physical condition and frequency of use are primary considerations.

When talking books are damaged beyond listening value, a string is attached to the container straps and the container returned to the Braille Institute. This string alerts the Braille Institute staff that the talking book is damaged. The mailing envelope should have the Braille Institute return address visible. The shelf list card for each returned talking book is dated and filed in the inactive shelf list file.

SHELF LIST CARD

	Rec'd 2-20-73
2823 M	Gardner, Earle Stanley Case of the fiery fingers

CIRCULATION PROCEDURE

Discharging returned talking books

- 1) Collect returned talking books (TB) in the main library receiving area.
- 2) Remove the post card and cross off TB number.
- 3) Retain returned post cards for quarterly statistics.
- 4) Remove the corresponding TB numbered pocket clipped to the patron charge card from TB circulation file.
- 5) Return numbered pocket to slot on TB container.
- 6) Clean and inspect TB container and contents.
- 7) Shelve TB.

Charging talking books

- 1) Stamp the current date on patron's charge card.
- 2) Copy the patron's address from the returned post card on to the new post card and stamp due date (one month in advance).
- 3) Clip new post card and patron's charge card to patron's personal folder.
- 4) Select new TB and cross off TB number on selection chart.
- 5) Write new TB number on the new post card and insert it in the mailing slot of the container.
- 6) Remove the circulation pocket from the TB container, clip it to the patron's charge card, and file numerically in the circulation file.
- 7) Place TB in the mail bag with a note on outside of the bag reading "Outgoing Mail" and route to the delivery area.

PAST DUE TALKING BOOKS

An inventory of past due talking books is made by reviewing the circulation file periodically. The user is telephoned to ascertain if the material was received. When it is determined that the talking books are long overdue and talking books or patrons cannot be located, an explanatory letter is sent to the Braille Institute along with the past due talking book pockets. When the patron is deceased or contact has not been made for a long period of time, the Braille Institute is notified by letter and the patron's folder is placed in the inactive file. No charge is made for past due materials.

INSPECTION AND CLEANING OF TALKING BOOKS

Records are cleaned after each circulation. Each side of the record is cleaned with water and cheesecloth. Record cleaning machines may be used for talking books that do not require individual attention. Records are placed in the container in numerical order with the first side on top. As each record has a Braille label and a regular printed label, the Braille label should face upward. The number of records is checked against numbers on the outside of the container. In the case of missing, broken, or warped records, a white string is tied on the straps of the container which is returned to the Braille Institute. The Community Services Assistant makes note of those patrons who repeatedly scratch records and contacts them to determine whether there is a problem with the equipment. However, regardless of damage, patrons are never charged fines. After records have been inspected and cleaned, the books are placed on shelves in numerical order. The numbered circulation pocket is replaced in the corresponding container mailing slot.

Post card for container mailing slot

INGLEWOOD PUBLIC LIBRARY
101 West Manchester Blvd.
Inglewood, California 90301

Return by

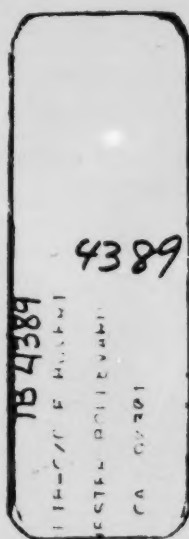
ADDRESS CORRECTION REQUESTED
INGLEWOOD PUBLIC LIBRARY
101 West Manchester Blvd.
Inglewood, California 90301

TB _____
Return by

Sample patron charge card

BARNES, B

~~2 26 73~~



BRAILLE INSTITUTE OF AMERICA, Inc.
LIBRARY
741 North Vermont Avenue
Los Angeles, California 90029

EQUIPMENT

An equipment file is maintained on phonographs in circulation. Whenever a phonograph becomes inoperable, a temporary replacement may be loaned from the Library's supply. The damaged phonograph is packed and mailed free to the Braille Institute for repair. Mailing labels are provided by the Braille Institute. Minor adjustments can be made by a staff member or by calling a repair volunteer who is approved by the Braille Institute and lives in the area. Replacement needles are mailed to users when requested.

INFORMATION DESK ELIGIBILITY FILE

A list of eligible patrons is maintained at the main library's information desk for any patron who wishes to select from the shelves. In this case, the same circulation procedure as indicated above is used by the Information Assistant to charge talking books.

REPORTS AND STATISTICS

A statistical report indicating (1) talking book circulation, (2) number of talking books in the collection, and (3) the number of patrons is prepared monthly. The entire report is sent to the Library Administrative Office for the Library's quarterly report.

A Machine Transactions form is forwarded monthly to the Braille Institute (See example page 40).

A semi-annual report for the number of patrons using the talking book service is requested by the Braille Institute for the Library of Congress. (See example page 41).

EVALUATION OF SERVICE

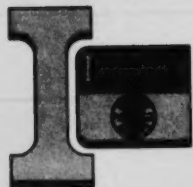
The Community Services Librarian and Assistant continually evaluate service to talking book patrons. Telephone calls are made to patrons as often as practical to insure they are receiving satisfactory service. Suggestions are welcomed.

To assess the effectiveness of the service, Community Services personnel ask the following questions of all users:

- 1) Are you receiving the titles you requested?
- 2) Have you enjoyed these titles?
- 3) Are there others you might like?
- 4) Would you like us to select more TB's for you?
- 5) Are you having any problems with your equipment?

PLANS FOR ADDITIONAL SERVICE

As the Braille Institute replaces talking book phonograph records with cassettes, the Inglewood Public Library will make them available to patrons.



CITY OF INGLEWOOD CALIFORNIA

ONE MANCHESTER BLVD. / P.O. BOX 6500 / INGLEWOOD, CALIF. 90301

August 21, 1977

Braille Institute of America, Inc.
741 North Vermont Avenue
Los Angeles, CA 90029

Dear Librarian:

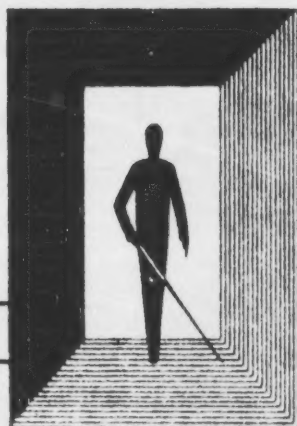
Please send as many of the following Talking Book titles as you have available.
I will return books as I receive more.

1735	3650	4723	6577	6891	7073	7158
1802	3808	4724	6621	6914	7074	7195
2495	3868	4738	6623	6920	7076	7228
2508	3877	4749	6627	6924	7084	7279
2593	3913	4751	6634	6925	7098	7283
3037	4233	6222	6800	6952	7113	7314
3091	4250	6323	6812	6953	7120	7341
3119	4273	6324	6822	6966	7124	7351
3137	4283	6410	6838	6975	7126	
3142	4315	6434	6843	7023	7127	

Community Services Assistant
Talking Book Service
Inglewood Public Library
101 West Manchester Blvd
Inglewood, CA 90301
(213) 649-7601

**741 N. VERMONT AVE.
LOS ANGELES, CA. 90029**

PHONE (213) 663-1111



MACHINE TRANSACTIONS

[illegible]

BRAILLE INSTITUTE OF AMERICA

MACHINE REPORT

Please give serial numbers of all Talking Book Machines and Cassette
Book Machines you have that are not assigned.

TBM's

CBM's

Give the number of accessories you have on hand.

Headphones	_____
Remote Controls	_____
Speed Controls	_____
Pillow Phones	_____
Tone Arm Clips	_____

BRAILLE BOOK COLLECTION

This section deals with the Braille book collection for the blind. As with the talking book service, the Inglewood Public Library is an operating deposit library for the Library of Congress' Division for the Blind and Physically Handicapped and for the Braille Institute of America, both of which provide Braille materials.

CONTENTS OF THIS CHAPTER

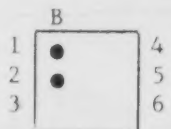
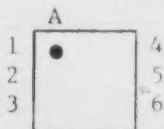
HISTORY OF BRAILLE WRITING
ELIGIBILITY AND REGISTRATION
SELECTION
ORDERING
CIRCULATION PROCEDURE
INSPECTION AND MAINTENANCE
REPORTS AND STATISTICS

HISTORY OF BRAILLE WRITING

The Braille System of writing for the blind was developed in 1824 by a Frenchman, Louis Braille. Before this time, the blind were forced to touch-read embossed and enlarged Roman letters and numerals. This method was both tedious and inefficient. In 1819, Charles Barbier had devised a system known as sonography. It was based on an embossed 12-dot cell system. Realizing that this system was too complicated, Braille modified it into an embossed six-dot cell system arranged in the following way.



The first three letters of the alphabet, for example, are



With this system, a total of 252 distinct characters and word signs are possible.

Unfortunately, many sighted teachers opposed his adaptation of the 12-dot system, although the students used it immediately. Finally, in 1854, the Royal National Institute for the Young Blind in Paris gave Braille's system official recognition.

In the United States, the Missouri School for the Blind was the first to adopt this system. A new three dot system called New York Point was devised in 1868 by William Wait. This system rather than Braille was used in many schools for the blind. Ten years later another form of Braille was introduced, known as American Braille. This system, still based on the six-dot cell, changed the Braille system to reflect the frequency of recurring letter combinations in the English language.

At the end of the 19th century, the British developed a system of Braille using contractions or abbreviated words. It is called British Braille to distinguish it from American Braille. Today, American Braille is known as Grade 1, without contractions. British Braille is Grade 2. Grade 3, with more contractions, is an extension of Grade 2.

The Braille system can be adopted to other languages using the Roman alphabet by the addition of specific notations. In addition to non-Roman alphabets, special notations are used for mathematics, chemistry, and music.

Braille is produced by using a Braille slate or on special machines like the Perkins Brailler which are similar to typewriters. In the 1920's interpointing was developed. This method of embossing on both sides of a master copy without dots showing through the other side decreased the number of pages and made the Braille books less bulky.

Many Braille books are produced by printing houses such as the American Printing House for the Blind, the Braille Institute of America, and the Royal National Institute for the Blind in London. Since 1966, the Library of Congress' Books for the Blind and Physically Handicapped Program has funded most of the production costs. The Braille Institute of America, Inc., is designated by the Library of Congress to loan Braille publications to persons qualifying for these services.

The Inglewood Public Library is a depository for Braille books and talking books for the blind and handicapped. The collection is limited because there are few readers of Braille in the local area and most of them receive their books directly from the Braille Institute. The Inglewood Library's collection could be enlarged at any time by submitting a request to the Braille Institute for additional books. Volunteer Braille transcription services are also available at community schools.

The Children's Division has recently purchased books in combined Braille and print from the Howe Press of the Perkins Institute for the Blind. Twin Vision Lending Library (Tarzana, CA), a non-profit charitable foundation, will donate similar books on request.

ELIGIBILITY AND REGISTRATION

Eligibility for Braille book service is determined in the same manner as for talking books. The patron's doctor, therapist, minister, or any other certifying authority must sign an "Application for Free Library Service" to certify the patron's eligibility.

A personal folder is initiated for each Braille book user and contains a copy of the application, a Braille referral card, selection chart, and correspondence between the patron, the Library staff, and the Braille Institute. When the signed and completed application is returned, the patron may then receive Braille books. The identification number of the selected Braille book is crossed off the patron's selection chart to prevent reselection. (See the Talking Book Service, page 24, for more detail.)

SELECTION

Titles are selected from patron requests and Braille Book Review, a bimonthly publication of the DBPH which reviews both adult and children's fiction and subject materials. Each issue includes an "In Brief" section which contains announcements, readers' opinions and questions, and annotations of recently produced Braille books. An author-title index helps the reader locate these brief descriptions of the book. Books produced by machine are listed separately from those produced by hand.

At the end of each year, a special issue of Braille Book Review summarizes the activities of the DBPH, provides the same annotations arranged bimonthly, and indexes all Braille books produced during the year.

Enclosed in the Braille edition of Braille Book Review is an 8-1/3 rpm flexible disc-version of Talking Book Topics which may be played on Library of Congress phonographs.

ORDERING

To order additional Braille books in quantity, a letter request listing titles and corresponding Braille book numbers is sent to the Braille Institute. A copy of the request is retained so that the received order may be checked against it. Single title requests may be made by telephone. The Braille book can either be mailed directly to the patron or to the Library as a permanent loan copy.

CIRCULATION PROCEDURE

Braille books are circulated in the same manner as talking books (See page 34.) They are boxed in the same type of durable container so they can be mailed without damage to the contents.

INSPECTION AND MAINTENANCE

Each returned Braille book is inspected thoroughly to locate damaged or loose pages that need repair. If they do need repair, a note indicating the damage is placed inside the container and a white string is tied to the straps to alert the Braille Institute staff.

REPORTS AND STATISTICS

The number of Braille books circulated is indicated in the Library's quarterly reports and in the semi-annual report to the DBPH.

BRAILLERS

HISTORY

The ability to communicate through writing is as important to the blind person as to one who is sighted. With practice and determination, the blind can learn to write in longhand so they may communicate with the sighted. Using a type-writer is faster and more legible. If the blind wish to communicate with each other, they may either use a Braille slate and stylus or a mechanical Braille writer. One may be more practical than the other depending upon circumstances.

The Braille slate and stylus is a facsimile of the notebook and pencil. The slate is a metal hinged frame with lines of indented Braille cells. The stylus, a pear-shaped wooden holder with a metal pin at the end, is pressed through the Braille cell to produce Braille dots on the paper. The blind often use this handy device to make brief notes. Although it is easier to carry than the Braille writer, it is slower to use.

The first Braille writer was developed in 1892 by Frank H. Hall, Superintendent of the Illinois School for the Blind. Modeled after the first commercial type-writer, it also had a moving carriage. The Braille letters were embossed by simultaneously pressing down those keys required to form a specific letter. There were only six keys, three on the left and three on the right, with a space bar in the middle. Although Hall's machine has been modified, today's Brailers operate in nearly the same way.

In 1950, the Howe Press of the Perkins School for the Blind developed the Perkins Brailier, which has the size and weight of a portable typewriter. Unlike the Hall Brailier, this has a moveable embossing element which can be manually moved to the beginning of the line. Spacing between lines is done by pressing a key and the lines are written from left to right. The Division for the Blind and Physically Handicapped recommends the Perkins Brailier as one of the better Braille machines on the market.¹

The paper used in a Brailier is jute manila tag which is slightly heavier than regular bond paper. It should measure 11 by 11-1/2 inches with the grain running the 11-inch dimension of the paper. It can be ordered in quantity from the American Printing House for the Blind, 1839 Frankfort Avenue, Louisville, KY 40206.

Although the Perkins Brailier allows for greater flexibility, it does have some disadvantages. It is large and heavy. It is also noisy, but this can be minimized by removing it from its case. None of these inconveniences override the fact that Braille machine writing is much faster than slate writing and demands less accuracy and coordination. It is popular because it enables the blind to take notes, write letters, or perhaps do creative writing.

¹ Dorf, Maxine. Instruction Manual for Brailier Transcribing. Division for the Blind and Physically Handicapped. Washington, D.C. 1971.

The Inglewood Public Library loans Perkins Brailers to the public as part of its Community Services program. Early in 1971, three Brailers became available through donations as gifts by local organizations and through donations of trading stamps. As a result of further donations, the Library now owns five Brailers.

CHARGE OUT PROCEDURE

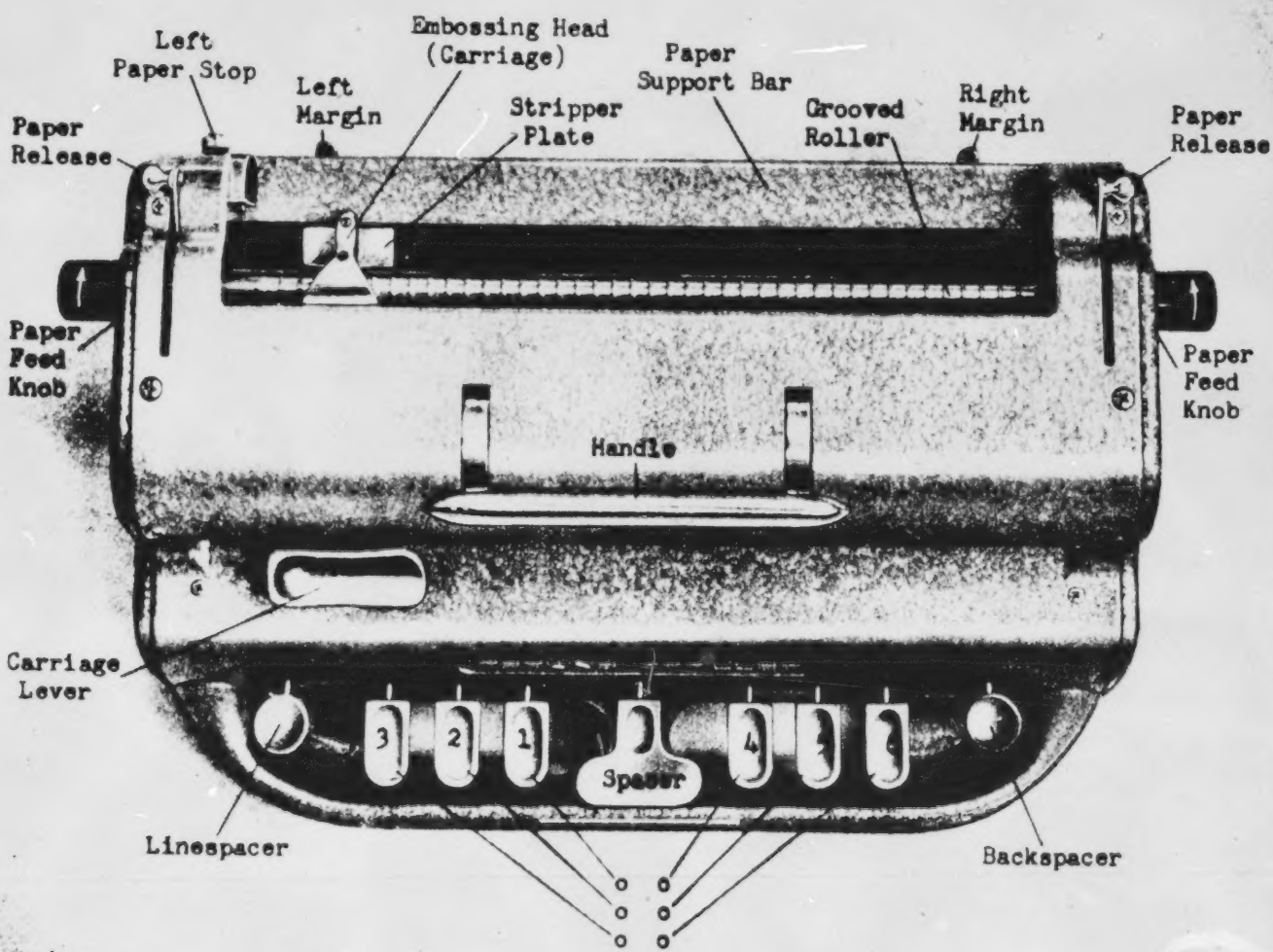
A patron who wishes to borrow a Perkins Brailier must fill out an application for library service which requires a signature from a certifying authority such as a doctor, nurse, therapist, or caseworker. The Library keeps the application on file in a folder marked "Brailier Loans." For quick reference, a 3 x 5 card with the patron's name and telephone number is filed by Inglewood property number. The date when the machine was loaned is also listed. A patron may borrow the machine for two months, after which he must call the Community Services Assistant to renew borrowing privileges. There is no renewal limit unless the Brailier is in demand. The Community Services Assistant telephones patrons bimonthly to determine if patrons are using their machines. If not, machines are picked up by the Library Delivery Clerk.

BRAILLER USERS

There are many ways to reach potential Brailier users. The traditional methods, through radio and press releases, flyers, and posters, will reach some of them, but telephoning and/or in-person visits to agencies are more effective. State rehabilitation agencies, the Braille Institute of America, local centers for the blind, schools offering special education for the visually limited, churches, and doctors are all important referral sources.

Although some blind will use Brailers, others will not. The blind populace may be divided into two groups: those who were born blind or became blind at an early age, and those who became blind later in life. The young blind become familiar with Braille and Braille writing in school and will already have access to Braille machines. They might also purchase Braille machines for home use. Many older adults who have recently lost their sight might think it impossible to learn Braille, convinced they are too old or sick, and therefore won't use a Brailier. For those who do need one, the Library provides this service as part of its Community Services program to the visually limited.

PERKINS BRAILLER



See white Arrows at Paper feed knobs. This shows direction for turning paper out.

LARGE PRINT COLLECTION

INTRODUCTION

In 1965, the first American commercial book in large print was published by Keith Jennison Books. Although this large type was originally intended for the partially sighted reader, it now also meets the needs of senior adults, the hospitalized, the physically handicapped, remedial and speed readers, and those learning English as a second language.

The legally blind who are not necessarily totally blind can sometimes read 18-point type, which is almost twice the size of regular print. A point is approximately $1/72$ of an inch. Eighteen point type has been measured in 18 points from the bottom of the lowest letter to the top of the tallest capital letter. Size 16-point type meets the standards for large type established by the National Accreditation Council for Agencies Serving the Blind and Visually Handicapped. Large type varies from 14 to 24 point. Either size 16 or 18 seems to satisfy the majority of visually handicapped readers. The following is an example of 18-point type.

**We went out, crossed the road, and
started walking toward the bathing
pavilion — shut up for the night — our feet
sinking in the sand. I followed like a
familiar dog. Bodo ascended the steps**

By 1968, approximately 600 titles had been published in large print. As the demand for large type books increased so did their production. At present, many popular books (including best-selling subjects and fiction, text books, reference books), newspapers, and magazines are being published in large print.

The Inglewood Public Library first acquired large print titles in 1967. Present holdings of over 1600 adult and children's titles are listed in their respective public card catalogs.

SELECTION POLICY

The objective of the Inglewood Public Library is to provide both the young and old with free library service which is valuable to their own purposes such as information, education, recreation, inspiration, and creative development.¹ Through large print materials, the Library meets the needs of the individual, regardless of age, who is more comfortable with large type. The factors considered in selection of large print books are the same as for regular size print books.²

The Library contracts with selected major large print publishers to receive their total output of titles at a discount.

The number of materials selected is determined by the annual book budget allocation for large print materials. Large print materials may also be received as gifts.

The Community Services Librarian welcomes order suggestions from the public and other Library divisions.

PUBLISHERS

Large print materials are produced by the following methods:

- 1) Typesetting the desired material.
- 2) Photographically enlarging material already printed in ordinary type, a less expensive method.
- 3) Typing on a large type typewriter, a method often used by volunteers.

Large print books have appeared in both paper and cloth cover editions. Originally published in the large quarto size, they are now available in the easier-to-handle octavo size. Some publishers have also experimented with printing on non-glare green or off-white paper. Other publishers bind large print books so they lie flat and are easier to handle.

Large print titles are ordered from publishers and book jobbers specializing in them. Some publishers of large print materials are:

American Printing House for the Blind, Inc.
1839 Frankfort Avenue
Louisville, KY 40206 (Specializes in text books)

John C. Curley & Associates, Inc.
P.O. Box 37
South Yarmouth, MA 02664 (A recent publisher of lighter weight books
with soft flexible covers)

¹ Inglewood Public Library. Library Objectives, Goals, and Activities, 1973. p. 12.

² ---- Library Materials Selection Policy, 1975.

G. K. Hall & Company, Inc.
70 Lincoln Street
Boston, MA 02111

(Publishes subject and fiction books)

National Association for Visually Handicapped
3201 Balboa Street
San Francisco, CA 94121

(Specializes in text books)

Ulverscroft Large Print Books
Oscar B. Stiskin, US Sales Agent
P.O. Box 3055
Stamford, CT 06905

(Publishes subject and fiction books)

The New York Times Large Type Weekly, an edited tabloid size version of the Times, is available for readers of large print. Also, the Reader's Digest, a monthly publication in 18-point type, is available from the Xerox Corporation of Rochester, New York. Their mailing addresses are as follows:

The New York Times/Large Type Weekly
229 West 43rd Street
New York, NY 10036

Reader's Digest
Xerox Corporation
P.O. Box 3300
New York, NY 10017

ORDERING AND CATALOGING

Large print books are ordered, classified and cataloged, and processed in the same general manner as standard editions. (See Inglewood Public Library, Library Technical Processes pp. 53-103.)

All fiction, including large print, is cataloged by author. Subject large print materials are classified by the Library of Congress classification system.

Public catalog cards and the book spine labels are stamped "Large Print Collection."

REVIEWING AND SHELVING

The Community Services Librarian reviews the large print titles before they are shelved. To facilitate access, large print fiction has been classified and shelved as general fiction, mystery, western, and romance.

Large print subject materials are arranged by the Library of Congress classification system, but maintained in a separate collection. Adult large print materials are located on the first floor of the main library, and children's large print materials are shelved as a separate collection in the children's library. Large print materials are also available in the branch libraries.

CIRCULATION AND ROTATION

Large print titles circulate as regular books. Depending on demand, 15 to 30 large print titles are routed to each branch library at the beginning of each month to provide more variety for branch library patrons. The books are rotated after a three-month period.

In the back of each book, a routing slip shows the branch location and the projected three-month return date. A green out-to-branch slip is prepared in duplicate. One copy is kept by the Community Services Assistant and the other accompanies the book. The branch library keeps this copy until the book returns to the main library.

LARGE PRINT CATALOGS

A computer-produced book catalog of large print materials at the Inglewood Public Library was produced in 1976. This Large Print Book Catalog is an author-title listing of over 1500 fiction and subject titles for both adults and children.

In 1977 a companion volume, Subject Guide to Large Print Books, became available. It categorizes authors and titles by general Library of Congress subject headings.

EXTRAMURAL SERVICES

INTRODUCTION

The Inglewood Public Library provides special library service to Inglewood retirement homes, convalescent and community hospitals, children's homes, and City parks and fire stations. A collection of books is deposited at each location for three to six months. The size of these extramural collections varies from 30 to 150 books depending on the needs of the facility. These extramural collections provide books to those who are unable to visit the Library.

In 1966, the first depository collection of books was established at Siminski Park, an Inglewood City park. Later that year, a local convalescent hospital also received a collection of books. Gradually, collections were established in other institutions.

The extramural collection was formerly supervised by the Audio-visual Librarian, but is now under the direction of the Community Services Librarian.

COLLECTIONS

Individual extramural collections are located at Brierwood Terrace Convalescent Hospital, Osage-Palms Convalescent Hospital, St. Erne's Sanitarium, Inglewood Convalescent Home, Inglewood Manor Residence for the Retired, and High Crest Foundation.

Collections are also located at each of the four Inglewood City fire stations and at Darby Park, Rogers Park, and Siminski Park. The Children's Baptist Home, also located in Inglewood, has a permanent collection of children's books.

These extramural collections are changed every three to six months to provide patrons with new reading material. Individuals may keep materials for as long as they want.

SELECTION

The objective of the Inglewood Public Library is to provide the young and old with free library service which is available to their own purposes. The extramural collections are an extension of this library service. The factors considered in selection of materials for the extramural collections are the same as for the regular collections,¹ but have been expanded to meet the needs of the special user.

Since the majority of persons in convalescent hospitals and retirement homes are senior adults, each collection has been chosen to suit their reading tastes. Large print books are available for those with limited vision. The Community Services Librarian tries to select a well-balanced collection of both fiction and subject material, with particular attention given to biography, mystery, western, romance, and short stories. Books with a simple text and many illustrations are also popular.

¹Inglewood Public Library. Library Materials Selection Policy, 1975.

In addition to the collection at the Children's Baptist Home, children's books are also included in the collection for the Centinela Valley Community Hospital because some of the patients are young people. These books are selected from gifts and withdrawals from the regular children's collection.

The Community Services Librarian welcomes requests from those who use the extramural collections. Agency administrators are also consulted concerning additions to the collections.

Extramural books are selected from the Library's collection of uncataloged duplicate copies and from gift materials, and purchased from used book stores.

The selection of materials is also affected by the budget allocation for the purchase of extramural materials.

Large print books for the extramural collection are ordered directly from the publisher, because few are available from gifts or uncataloged duplicates.

PROCESSING AND ROUTING

Materials for the extramural collection are processed through the Technical Services Division. There are three steps in the processing procedure: (1) prepare the shelf list card; (2) prepare the locator card, charge card, and routing slip; (3) label, pocket, and cover the book.

The shelf list card is a record of holdings of the extramural collection. The following is an example of the 3" x 5" card typed for each title:

FIC

Bristow, Gwen

Calico palace. Crowell, 1970.



EXTRAMURAL COLLECTION
SHELF LIST

A blue locator card and a white charge card are typed for each book. They both show the author, title, and copy number.

COP 2	
Sax, Saville Reality Games	
DATE	LOCATION
JUL 1973	VH #17

LOCATOR CARD (BLUE)

OR

CHARGE CARD (WHITE)

The locator card remains in the pocket of the book until it is routed to a new location. When the book is ready for delivery, the locator card is removed and dated, and its designated location noted. It is then filed first by location, then alphabetically by author's last name. The charge card remains with the book, so that those responsible can keep a record of the borrower and the date of loan.

A blue routing slip is also pasted in the back of each book. It shows the date routed and the location. The purpose of this slip is to prevent returning a book to the same outlet within too short a time.

DATE	LOCATION

ROUTING SLIP

Extramural books are labeled "Extramural Collection" on the upper right corner of the front end paper.

Locator and charge cards are placed in book pockets.

Each collection is boxed and delivered to its location by the Library Delivery Clerk. The Community Services Librarian accompanies the delivery and installs the collection. This direct contact with the institution is important in establishing a closer relationship between the Library and extramural patrons.

EXTRAMURAL AUDIO MATERIALS

Phonograph records are loaned to convalescent hospitals and retirement residences which request them. These institutions must have a record player available for group or individual use. An institutional staff member should also be available to encourage residents to use these records by helping them select and use the equipment.

Extramural phonograph records are selected from duplicates and gifts. They are processed in the same manner as phonograph records for the regular collection by the Technical Services Division. A shelf list card is typed for each phonograph record and maintained in an extramural audio file. The charge-out procedure is the same as for extramural books.

MAINTENANCE

The extramural collection is maintained, principally, by withdrawing materials which are in poor condition or no longer serve the needs of the extramural patrons.

PROBLEMS IN MAINTENANCE OF THE EXTRAMURAL COLLECTION

Maintaining the extramural collection presents problems which are unique to this type of collection. Most of the collections are unsupervised, so materials are not often charged out as they should be. Library materials in convalescent and retirement homes disappear because residents misplace them, relatives or friends borrow them, or institutional staff members decide to keep them permanently. Unless someone is there to supervise charge out procedures, it is not certain that the residents themselves will carry through. Even though this problem exists, it does not warrant withdrawing collections. Pressuring administrative staff to monitor books could result in the institution curtailing service to extramural users.

At least one week before each extramural collection is changed, the administrator for each institution is notified. This allows them time to locate library materials that are not in use and return them to the collection.

SERVICE TO SHUT-INS

This section of the Community Services manual concerns a proposed service to the homebound patron.

CONTENTS OF THIS CHAPTER

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INTRODUCTION

Public libraries can serve the entire community, including those people confined to their homes through illness or disability. All shut-ins are not old or sick, but are often young, vital people who because of a physical disability cannot come to a library. Through an organized shut-in service, the homebound may take advantage of most of the services and materials provided by their local public library.

The Inglewood Public Library does not currently have a shut-in service, but is outlining this proposal as an example of what could be done. The organization and procedures may vary in actual practice.

This proposal is based on the shut-in service already in effect at the Redondo Beach Public Library, the Los Angeles Public Library, and the Oceanside Public Library. Each system was surveyed to learn how its service operates and its effectiveness within the community. Both the Redondo Beach and Oceanside Public

libraries serve a small group of shut-ins, while the Los Angeles Public Library may serve as many as 2500 (individuals and institutions) in one month. Inglewood, with a population of approximately 90,000, is somewhat larger than Ocean-side or Redondo Beach. The organization of the service outlined here is designed to serve approximately 50 shut-ins but can accommodate a smaller or larger number. An increased number of shut-ins would require more volunteers and more library staff assigned to the service.

ORGANIZATION OF PROGRAM

The Community Services Librarian coordinates the shut-in service, which occupies approximately 20 hours a week. No other paid staff members are involved; volunteers provide the remainder of the service. Guidelines for the use of volunteers are included in the Library's publication, Volunteer Assistance in the Library.¹ Duties include recruiting, selecting, training, supervising, and evaluating volunteers, and insuring that the shut-ins are provided with satisfactory and reliable service. The Community Services Librarian must conduct the service in such a way that it functions smoothly within the existing Library framework.

RECRUITMENT OF VOLUNTEERS

Finding a sufficient number of volunteers is not always easy, especially if there is a large number of shut-ins wanting library service. Volunteers might come from local service clubs, church groups, and volunteer programs. Publicity would include flyers, (See example page 72), posters, press and radio releases, and presentations to service groups, encouraging them to give a few hours of volunteer time to the shut-in service.

VOLUNTEER SELECTION

After the volunteers are recruited, they complete a general volunteer application form, (See example page 62), are interviewed by the Volunteer Coordinator (See example page 63), and if they appear interested in the shut-in service, are referred to the Community Services Librarian. The Community Services Librarian then interviews the applicants to determine their suitability as shut-in volunteers. The following qualities are desirable for a shut-in volunteer.

- | | |
|-----------------------------|--|
| 1) Punctuality | 7) Needs little supervision |
| 2) Dependability | 8) Ability to understand and comply with Library rules and regulations |
| 3) Friendliness | |
| 4) Access to transportation | 9) Knowledge of books and literature |
| 5) Neat appearance | 10) Knowledge of library collections |
| 6) Courteous behavior | 11) Knowledge of Spanish |

¹ Inglewood Public Library. Volunteer Assistance in the Library, 1975.

VOLUNTEER TRAINING

After volunteers have been accepted for the shut-in service, they are given a Volunteer Handbook (See example pages 64-67) and a tour of the Library. This tour will include introductions to the staff, locations of the various collections, and public desk functions. Staff and volunteer work areas are also pointed out. The Community Services Librarian helps the volunteer select shut-ins and schedules the initial visit. The Community Services Librarian assists the volunteer in choosing the materials for the first visit, instructs the volunteer in selecting materials with the aid of the Shut-in Reader Interest List (See example page 69), and makes it clear that the Community Services Librarian will be available for consultation.

EVALUATION OF VOLUNTEERS

The Community Services Librarian will evaluate each volunteer quarterly by completing the Shut-in Volunteer Evaluation Form (See example page 71), on the basis of observations and conversations with the shut-ins of each volunteer. The completed evaluation form will be kept in the volunteer's folder. If, for any reason, the Community Services Librarian feels that a volunteer is not providing adequate service, a correctional interview with the volunteer will be held. The Community Services Librarian and volunteer may agree that a volunteer position in another Library division would be better suited to the volunteer. If no position can be found in another division, the volunteer will be dismissed.

The Community Services Librarian might honor volunteers by giving them a certificate of recognition or a letter of commendation. Formal recognition of volunteer work builds morale and increases motivation.

SHUT-IN ELIGIBILITY

Any Inglewood resident who is unable to come to the Library due to illness or disability for approximately six weeks and has no one (relative or friend) to deliver materials qualifies for the shut-in service. In most cases, children and young adults have a parent or guardian who could provide this service. At this time, Inglewood has a free dial-a-ride service for senior citizens, so transportation should not be a problem for most older adults who are not homebound.

LOCATING SHUT-INS

There are many ways to find homebound persons who would like library materials delivered to them, either at a private residence or a convalescent home. Publicizing through press and radio releases might attract those who can read small newspaper print and those who can hear. Hopefully, this publicity will reach relatives or friends of shut-ins who can tell them about the service. Brief television announcements would also be an effective communication channel.

Local optometrists and opticians could also provide names of patients who would like large print materials and talking books. The Community Services Librarian may contact local doctors, convalescent and retirement home managers, churches, and groups serving the handicapped. Flyers, bookmarks, and posters would also attract attention. Publicity could be distributed through banks, stores, govern-

ment agencies such as the local Social Security office and unemployment offices. Flyers could be mailed with utility bills or any other routine mailing that reaches many local residents. Presentations to service groups is also an effective way of reaching shut-ins. Those attending these functions will hopefully spread the word that this service is available.

VISITING THE SHUT-IN

The Community Services Librarian accompanies the volunteer on the first visit to the shut-in. At first meeting, the shut-in completes a reader interest form and a library card application, if necessary. During the initial visit, the volunteer and shut-in will arrange the frequency and time of visits that are most convenient to both, and the Community Services Librarian will insure a satisfactory working relationship is established.

On future visits, the volunteer should discuss the books read by the shut-in and offer to renew any unfinished material. It should be stressed that the volunteer is not expected to do housework or run errands for the shut-in. If asked to do this, the volunteer should tell the shut-in that the Library permits only the delivery of library materials. The volunteer should report these incidents to the Community Services Librarian, who will attempt to refer the patron to the proper source for additional help.

The Community Services Librarian is responsible for checking on the shut-in periodically to determine the existing needs of the shut-in and how to best utilize the volunteer's time. The Community Services Librarian may cancel service if the need no longer exists.

FILES AND FORMS

To provide a more smoothly and efficiently run service, the Community Services Librarian maintains several files and forms. The volunteer's application, interview, and evaluation forms are filed together. In addition, there are two card files: (1) an alphabetical file of volunteers with the names of shut-ins they serve, and (2) an alphabetical file of shut-ins with a brief profile, (See examples, page 68). Each shut-in also has a folder which includes a Reader Interest List (See example page 69), and a record of items borrowed with due dates (See example page 70).

A notebook is kept in the Community Services Librarian's office containing the Volunteer Sign-in Sheet (See example page 70). This allows the Community Services Librarian to compute the amount of time the volunteer devotes each week to serving homebound patrons. This information is used for service awards and for statistical purposes.

MATERIALS

All circulating materials, including large print, paperback, and foreign language books, unbound periodicals, encyclopedias, pamphlet materials, art reproductions, phonograph records, tapes, cassettes, and picture file materials, may be borrowed by a shut-in. Reference service is available by telephone from 9 a.m. to 9 p.m.

Monday through Saturday, and from noon to 6 p.m. on Sunday.

CHARGE PROCEDURES

After the initial visit, the volunteer will use the shut-in's library card to charge materials. The library card will be retained at the charge desk, and each card will have "shut-in" typed on it. If a patron has not finished with materials the volunteer may renew them. There will be no charge for overdue materials, but the Circulation Division will forward a notice to the Community Services Librarian so that the late return or loss can be discussed with the volunteer.

Special bags or boxes with the Library's logo for transporting library materials to and from shut-ins could be purchased. They not only protect library materials but publicize the service as well.

REPORTS

A monthly statistical report is prepared by the Community Services Librarian. A quarterly report is submitted to the Library Director for inclusion in the Library Department's quarterly report. A brief analysis of the quarter's activities precedes the statistical portion of the report. Statistical information includes:

- 1) Number of active volunteers.
- 2) Number of volunteers terminating.
- 3) Number of shut-ins receiving service.
- 4) Number of shut-ins whose service was discontinued.
- 5) Total items circulated.

VOLUNTEER APPLICATION FORM

Date _____

Name _____ Telephone _____

Address _____ Student/Name of school _____

City _____ Zip _____ Employed/Name of employer _____

EMPLOYMENT AVAILABILITY Other (retired, homemaker, etc.) _____

Total hours you can work per week _____ Means of transportation _____

Days available: M Tu W Th F Sa Typing speed _____ w.p.m.

Summer vacation only _____ Other skills _____

Periodically on call _____

What area of library work interests you _____

Are you willing to work in any area of the library _____

Physical limitations that would restrict your activities _____

Person to contact in case of emergency _____

Remarks _____

IPL 2/75

STUDENT VOLUNTEER PERMIT

Date _____

has my permission to work as a volunteer in the Inglewood Public Library.

Signature of parent or guardian _____ Telephone _____

IPL 2/75

VOLUNTEER INTERVIEW

Name _____

Address _____
Street City Zip Code

Telephone _____ / _____
Home Business

Education High school graduate ☐ yes ☐ no; College graduate ☐ yes ☐ no

Special skills (typing, filing, etc.) _____

Related experience _____

Times available (days & hours) _____

Areas preferred ☐ Public ☐ Non-public ☐ Shut-in service

PERSONAL INTERVIEW

	Outstanding	Good	Satis- factory	Somewhat deficient	Clearly unsuited
Appearance, manner, bearing					
Speech					
Social adaptability					
Judgment					
Interest and abilities					
Emotional stability					

Recommended work assignment _____

Comments _____

Date Evaluator's signature

GUIDELINES
FOR
SHUT-IN SERVICE
VOLUNTEERS



INGLEWOOD PUBLIC LIBRARY
101 West Manchester Blvd
Inglewood, California 90301
(213) 649-7601

Thank you for volunteering your services to the Inglewood Public Library. They are appreciated and we believe that you will contribute to our most important goal of offering service to the public. We are confident you will gain personal satisfaction through active participation in your community.

This handbook has been prepared to give you a better understanding of your responsibility as a volunteer at the Inglewood Public Library. If you have questions, please ask.

You are expected to comply with Library rules and regulations.

Please be prompt. Your shut-in will be expecting you to arrive on time.

Remember that you are a representative of the Library. Your appearance should be neat and your behavior courteous.

Do not give homebound patrons medical advice or suggestions, handle medical equipment, or try to move the shut-in.

The Library does not pay for work-related expenses incurred by volunteers, such as gasoline. These expenses are tax deductible.

You are responsible for providing your own transportation to the Library and to the patron's home. If you drive, you must have a valid California driver's license and automobile insurance.

page 2

Remember that anything your shut-in tells you is strictly confidential.

You are responsible for library materials while transporting them to and from the Library. The patron is also responsible, will not be charged for overdue materials, but will be charged for lost damaged materials. If the patron continues to lose or damage library materials, service will be discontinued.

Do not run errands for your homebound patron. It is time consuming and not part of your job. If your shut-in has needs that are not directly related to present library services, tell the Community Services Librarian who will attempt to refer the shut-in to an appropriate source.

YOUR TRAINING

As a volunteer you will be trained to service the library needs of the shut-in. You will learn to (1) contact the shut-in to schedule visits, (2) select and prepare library materials for delivery, (3) deliver and discuss the materials selected with your shut-in, (4) discharge returned materials, and (5) process reserves which your shut-in has placed on library materials.

PROCEDURES

After your training as a library volunteer, telephone your homebound patron to determine a convenient time to visit and the materials desired. The delivery date should not conflict with the shut-in's doctor, therapist, or other appointments. Thereafter, all visits will generally be on the same day at a pre-designated time. If you cannot make your delivery as scheduled, call your shut-in to re-schedule the visit, then notify the Community Services Librarian of the change. If you are going on vacation, inform the Community Services Librarian who will arrange for a substitute. Remind your shut-in that you are going on vacation and give the name of the volunteer who will take your place.

As you get to know your shut-in's interests you will be able to select materials which are more suitable to their tastes. The Community Services Librarian will guide you in selecting these materials.

You may select up to ten items from any of the following collections:

Art reproductions - Framed and unframed.

Books - Fiction, subjects, large print, foreign language.

Cassette tapes - The shut-in must provide the cassette player.

Magazines - Individual copies of a magazine may be circulated except for the current issue.

Pamphlets - On various subjects.

Phonograph records and tapes - Popular and classical. The shut-in must provide player.

You must return to the Library the same day you visit your homebound patron. You may want to discuss your visit with the Community Services Librarian.

EVALUATION

The first six weeks of your volunteer activity is a trial period for you. At the end of that time, you and the Community Services Librarian will meet to evaluate your work with your shut-in patrons.

IF YOU ARE INJURED

If you sustain any injury during the course of your volunteer service, please report to your supervisor immediately so that you may receive prompt medical attention.

VEHICLE DAMAGE

The City of Inglewood is not responsible for physical damage (i.e., collision, theft, fire, etc.) to the vehicle of any volunteer.

VOLUNTEER/SHUT-INS

Volunteer's name _____

Address: _____ Telephone: _____

Shut-ins served:

NAME	ADDRESS	PHONE
NAME	ADDRESS	PHONE
NAME	ADDRESS	PHONE

IPL 5/76

SHUT-IN'S PROFILE

Name _____ Address _____ Phone _____

Approx. age _____ Library card no. _____ Large print Yes _____ No _____

Reason for being shut-in _____ Temp. _____ Perm. _____

Former occupation _____

Present occupation _____

Local reference _____

Interests, hobbies _____

Type of books _____

No. of books at a time _____ (Fast or slow reader)

Return visit _____

Best time of day to phone _____ To visit _____

Entry to home by _____

Remarks: _____

IPL 5/76

INGLEWOOD PUBLIC LIBRARY

SHUT-IN READER INTEREST LIST

SUBJECTS:

☐ American history
☐ Animals
☐ Anthropology
☐ Antiques
☐ Architecture
☐ Art
☐ Astrology
☐ Astronomy
☐ Automobiles
☐ Aviation & space
☐ Bible
☐ Biography, Collective
☐ Biography of individuals
☐ Biology
☐ Birds
☐ Black history
☐ Boats & sailing
☐ Business conditions
☐ California history
☐ Card playing
☐ Child rearing
☐ Collecting as a hobby
☐ Cooking
☐ Diets
☐ Diseases
☐ Drama
☐ Drawing
☐ Ecology
☐ Education
☐ Etiquette
☐ Family life
☐ Foreign countries
☐ Gardening
☐ Health
☐ History
☐ Hobbies & crafts
☐ Home repairs
☐ Humor
☐ Interior decorating
☐ Inventions
☐ Journalism
☐ Landscaping
☐ Law
☐ Literature
☐ Magic
☐ Medicine
☐ Movies
☐ Music
☐ Music scores

☐ Nature
☐ Nutrition
☐ Oceanography
☐ Occult
☐ Occupations
☐ Painting
☐ Pets
☐ Philosophy
☐ Photography
☐ Poetry
☐ Politics
☐ Pottery & chinaware
☐ Psychology
☐ Radio
☐ Recreation & games
☐ Religion (Eastern/Western)
☐ Sculpture
☐ Sociology
☐ Sports

Specify:

☐ Stock market
☐ Television
☐ Travel
☐ Welfare services
☐ Woodworking

OTHER SUBJECTS:

☐
☐
☐
☐
☐

FICTION:

☐ Best sellers
☐ Classics
☐ Condensed books
☐ Gothic & horror
☐ Historical
☐ Mysteries
☐ Romance
☐ Science fiction
☐ Short stories
☐ Westerns

Magazines

Pamphlets

Foreign language

AUDIO-VISUAL:

☐ Art reproductions
☐ Cassette tapes (classical, popular, jazz, country western)
☐ Records (classical, popular, jazz, country western)

VOLUNTEER SIGN-IN SHEET

VOLUNTEER'S NAME	DATE	IN	OUT	NAME OF SHUT-IN
------------------	------	----	-----	-----------------

RECORD OF MATERIALS BORROWED

NAME OF SHUT-IN: _____

LARGE PRINT	TITLE	DUE DATE	VOLUNTEER'S INITIALS	COMMENTS
----------------	-------	-------------	-------------------------	----------

SHUT-IN VOLUNTEER EVALUATION FORM

Volunteer's name _____ Date _____

	EXCELLENT	SATISFACTORY		UNSATISFACTORY
Dependability				
Punctuality				
Ability to learn quickly				
Understands and complies with rules and regulations				
Willingness to accept supervision				
Initiative				
Enthusiasm				
Ability to work without continuous supervision				
Personal appearance				
Courteous behavior				
Sense of responsibility				

good average fair

Comments: _____

Supervisor

We're

Looking

For...



"VOLUNTEERS"

*Inglewood Public Library
101 West Manchester Boulevard*

Inglewood, California 90301

Phone 649-7380

PROGRAMS AND PUBLICITY

PROGRAMS

In addition to the general public, library programs benefit two groups of special patrons (such as the elderly, the visually limited, the deaf, and the physically handicapped): those who cannot get to a library to use its services and those who are physically able to visit a library and participate in film, special interest, musical, and dramatic programs either designed specifically for them or for the general public.

Programs are scheduled for senior adults who are confined to convalescent hospitals and cannot participate in programs presented in the Library. Older adults residing at retirement residences also participate in scheduled programs, either at the Library or at their residence.

Programs must be requested on a Program Request and Evaluation form (See example page 76), which is routed to the Library Administrative Office for approval.

Program evaluation. Programs are evaluated by staff members on the same Program Request and Evaluation form. The information is used in planning similar programs.

Film hours. Film hours at the Library are currently scheduled each Tuesday at noon in the lecture hall. They are designed for adults, specifically for seniors, because the daytime schedule is most convenient for them. Each hour-long film program may include documentaries, travelogs, and comedies. The film projectionist is provided by the Audio-visual Division. The Community Services Librarian books these films one month in advance. Flyers (See example page 77), press and radio releases, and posters publicize these programs.

Library programs in convalescent hospitals and retirement residences. Programs are presented weekly at local convalescent hospitals and retirement residences in the Inglewood area. These programs usually last approximately one hour. Advance arrangements are made with the Activity Director of each facility. If films are shown, the Community Services Librarian takes the film equipment to the program site. The most popular films are travel, documentaries, and comedies. Films are booked as far in advance as possible.

Other programs for the elderly include discussion of current events, new books in the Library, and poetry readings. Requests for specific films or books are welcomed.

During these programs the Activity Director of the convalescent hospital should be present or nearby in case of emergency. It is not the responsibility of the Community Services Librarian to care for hospital patients. This should be made clear to the Activity Director and re-emphasized when necessary.

Additional programs. Examples of other programs which have been given for special groups are described below:

An orientation to the Library was conducted for a group of blind and multiple handicapped students from the American Foundation for the Junior Blind. Talking books and other audio material were emphasized, as well as programs of interest to the blind.

An eight-week program at the Library was presented to children who are residents of a local children's home. After an orientation to the Library, films were shown regularly.

To reach those with a visual problem, a visual testing program was offered at the Library by the Braille Institute of America. People were tested to determine which magnifying equipment might enable them to read better. (See example page 78).

A special month long "Let's Get Acquainted" program for seniors included a sweepstakes and free drink coupons redeemable at a local health food restaurant. Prizes donated by local businesses were awarded to the winners at a special film program. Many of the senior adults who participated in this program applied for library cards. Flyers (See example page 79), posters, news releases, and talks at local senior citizen centers encouraged them to participate.

When requested, programs are also given for church groups, service clubs, senior adult clubs and classes, and PTA groups. These programs may include slides, films, and/or discussion of library services, resources, and current programs. Members of the audience are always encouraged to register for a library card. Flyers publicizing Library activities and Library card applications are made available.

Programs for special groups have also been given in conjunction with other City of Inglewood Departments. Usually the Community Services Librarian will show films and tell about Library services and resources.

PUBLICITY

Effective publicity plays an important part in encouraging the public to use library resources and services. This publicity must reach not only those who can visit a library, but also potential library users who are confined and unable to get to a library. The standard types of publicity such as posters, flyers, and news releases are important publicity tools and will reach some patrons who are confined.

Posters publicize coming events including weekly film programs and special events. Flyers advertise programs and services and are distributed to the branch libraries and to the Parks and Recreation Department. News releases are sent to local radio stations and newspapers. Although this publicity reaches some of the public who visit the Library, other members of the community are reached when the Community Services Librarian visits church groups, senior adult clubs, and local service clubs. During these visits, slides of the Library are shown, materials displayed, and flyers distributed.

Older adults enjoy reading books which are related to a specific theme such as best sellers, historical novels, and famous biographies. Booklists also guide them to books on retirement planning, healthful living, and consumer action (See example page 80). Booklists in the form of bookmarks are distributed within the Library and at centers of senior activity. Booklists would also aid volunteers in selecting books for shut-ins.

Publicity advertising a proposed shut-in service could consist of a combination of posters, flyers, and news releases. Publicity would be distributed to churches, doctors' offices, hospitals, health centers, and various social agencies. For examples of publicity, see Service to Shut-ins, Chapter 9.

The Library also maintains a bulletin board and information notebook for senior adults to publicize information from various agencies such as the Los Angeles County Department of Parks and Recreation which sponsors many senior adult activities. Where Do you Call? A Directory of Important Information and Referral Sources has been prepared for Inglewood area residents (See example pages 81 - 84). Hopefully, an abundance of publicity will reach more members of the community, including those who cannot visit the Library but might benefit from the Library's special materials and services.



Patients at a local convalescent hospital enjoy a library film program.

INGLEWOOD PUBLIC LIBRARY

PROGRAM REQUEST AND EVALUATION FORM

Division _____ Program Supervisor _____ Date _____
 Program title _____
 Description _____
 Location _____ Program date _____ Time _____
 Description of previous program _____
 Personnel required _____
 Fees, supplies, and/or equipment _____
 Approved ☐ Disapproved ☐ Library Director _____ Date _____
 Comments: _____

CHECK LIST							
		Date ordered	Date received	Amount	Color	Size	Ink color
Posters	☐	_____	_____	_____	_____	_____	_____
Flyers	☐	_____	_____	_____	_____	_____	_____
Facility	☐	_____	_____	_____	_____	_____	_____
Equipment	☐	_____	_____	_____	_____	_____	_____
Press release	☐	_____	_____	_____	_____	_____	_____
City release	☐	_____	_____	_____	_____	_____	_____
Radio release	☐	_____	_____	_____	_____	_____	_____
Refreshments	☐	_____	_____	_____	_____	_____	_____

Additions/corrections _____

EVALUTION

Public response _____

Problems _____

Suggestions for change _____

Attendance _____ Comments _____



Films for April



TUESDAY 12:00



LECTURE HALL

FREE! BRING A SNACK LUNCH



APRIL 5 - 'ROUND THE WORLD

FORBIDDEN CITY

A memorable tour among the 78 vermillion and yellow palaces in the center of Peking, now a magnificent museum of Chinese history and culture.

CITY OUT OF TIME

A beautifully photographed film, using the intermixing of paintings and photography of Canaletto painted two hundred years ago, of the City of Venice.

APRIL 12 - NATURE'S GIFTS

LEMMINGS AND ARTIC BIRD LIFE

The fantastic and tragic migration of the lemmings and habits of the eider duck, turnstone, phalarope, and loon.

PUFFISH OF THE DESERT

Tells the fascinating story of the ingenious adaptations of the tiny puffish which continue to survive in several of the most demanding habitats on the earth.

SPRINGTIME

This film presents a thousand-and-one fresh sparkling impressions of this transforming season.

APRIL 19 - CANADIAN SIGHTS

NEW BRUNSWICK PROMENADE

Shows the beauty of New Brunswick's 600 mile seacoast, pastoral countryside, and picturesque towns.

SKI ALBERTA

Captures the exultation of skiing the high terrain of the Canadian Rockies.

RHYMES OF A WAYFARER

A poetic view of Saskatchewan shows the moods and subtleties of nature in a prairie province.

APRIL 26 - MAN AND SPACE

FLIGHT: A NEW AWARENESS

This film considers the earth and our responsibilities to ourselves and our environment from the perspective achieved through flight.

APOLLO 11: THE EAGLE HAS LANDED

The story of the historic first man on the moon mission in July, 1969.

HANG-GLIDING: THE NEW FREEDOM

As man's first attempt at flight, this method of flying has become one of the fastest growing sports, offering excitement to participants and spectators alike.

INGLEWOOD RESIDENTS

Why Not See....

a Little Bit Better



Free visual aids consultations
offered by Braille Institute

WHEN: Monday, June 23
Tuesday, June 24
WHERE: INGLEWOOD PUBLIC LIBRARY
101 W. Manchester Blvd.
CALL: Therese Correy
649-7380
For an appointment

YOU MAY WIN !!

LET'S GET ACQUAINTED

May is
OLDER ADULT
MONTH
and
We Salute

RADIO SHACK

PRICE RITE TV



HOW? (1) Register for a new library card,

OR

(2) Check out 7 mor more books

Your name will be held until
the drawing on June 2, 1975.

You may enter as often as you like!

DRAWING - Monday, June 2, 1975
at 2:00 p.m. at the
Crenshaw-Imperial
Branch Library

(Winners need not be present)

Our Future Selves



The Best Years of Your Life
By Leopold Bellak, M.D.
Offers practical suggestions in coping with the physical and mental changes accompanying aging.
HQ 1061 R3

Growing Older: What You Need to Know About Aging
By Margaret Hyuck
How middle-aged parents can teach their children that aging can be productive, healthy, and satisfying.
HQ 1064 U5 H88

Love in the Later Years
By James A. Peterson & Barbara Payne
Rejects erroneous myths about marriage and love in old age.
HQ 1064 U5 P48

Vitality Training for Older Adults
By Bruno Geba
Creative ways to change negative attitudes towards aging.
BF 724.6 G4

Feeling Alive After 65
By Robert B. Taylor
A self-help manual for those over 65.
RC 952 T38

How to Live to be 100: The Life Style of the People of the Caucasus
By Sula Benet
A study of village life in the Soviet Union where inhabitants live past the age of 100.
QP 85 B45

Sex After Sixty
By Robert Butler and Myrna Lewis
The realities of active sexuality for older adults.
BF 724.85 S48 B87

Let's Eat Right to Keep Fit
By Adelle Davis
A guide to the principles of nutrition.
TX 551 D35

Inglewood Public Library

Where do you call?



A DIRECTORY
*Of Important Information
And Referral Sources*

Inglewood Public Library

The following is a list of frequently needed telephone numbers and addresses of agencies in the Inglewood and local Los Angeles area.

FIRE & PARAMEDICS	City of Inglewood	671-8233
POLICE	City of Inglewood	677-2121
BETTER BUSINESS BUREAU		627-6305
417 S. Hill Street, Los Angeles 90013		
BIRTH, DEATH, MARRIAGE CERTIFICATES		672-9111
123 W. Manchester Blvd., Inglewood 90301		Ext. 367
BUS LINES:		
GREYHOUND BUS LINES		673-4171
129 N. Market Street, Inglewood 90301		
RTD		973-1222
CENTINELA VALLEY COMMUNITY HOSPITAL		673-4660
555 E. Hardy, Inglewood 90307		
CONSUMER AFFAIRS DEPARTMENT		620-4360
107 S. Broadway, Los Angeles 90012		
DANIEL FREEMAN HOSPITAL		672-0112
333 N. Prairie Avenue, Inglewood 90301		
DIAL-A-RIDE		674-7555
DENTAL CLINIC (USC)		746-2862
DOG LICENSE (Inglewood City Clerk)		649-7280
One Manchester Blvd., Inglewood 90301		
EL CAMINO COMMUNITY COLLEGE		532-3670
16007 Crenshaw Blvd., Torrance 90506		
EMPLOYMENT DEVELOPMENT DEPARTMENT		674-2531
4546 W. Century Blvd., Inglewood 90304		
HUMANE SOCIETY		676-1149
12910 S. Yukon, Hawthorne 90250		
INGLEWOOD ADULT SCHOOL		674-6749
115 W. Kelso, Inglewood 90301		
INGLEWOOD HOUSING AUTHORITY		649-7221
One Manchester Blvd., Inglewood 90301		
INGLEWOOD MAIN LIBRARY		649-7380
101 W. Manchester, Inglewood 90301		

INGLEWOOD PARKS & RECREATION DEPT. One Manchester Blvd., Inglewood 90301	649-7483
INTERNAL REVENUE SERVICE 16941 Keegan, Carson 90745	537-8650
LEGAL AID SOCIETY 318 S. Lincoln Blvd., Venice 90291	870-4672
LOS ANGELES COUNTY ASSESSOR 235 N. Market Street, Inglewood 90301	674-4190
LOS ANGELES COUNTY DEPT. OF MILITARY & VETERANS AFFAIRS 1816 S. Figueroa St., Los Angeles 90015	749-6911
LOS ANGELES COUNTY DEPT. OF PUBLIC SOCIAL SERVICES (Welfare, Food Stamps) 923 Redondo Blvd., Inglewood 90302	672-9151
LOS ANGELES COUNTY HEALTH DEPARTMENT 123 W. Manchester Blvd., Inglewood 90301	672-9111
MARRIAGE LICENSE 227 N. Market Street, Inglewood 90301	679-2912 Ext. 36
MEALS ON WHEELS (Salvation Army) 324 E. Queen Street, Inglewood 90301	677-3375
MOTOR VEHICLE DEPARTMENT: DRIVER'S LICENSE - CALIF. ID CARDS - BOAT LICENSE - VEHICLE LICENSE 621 N. La Brea, Inglewood 90302	678-5161
PROJECT INVEST 8722 Crenshaw Blvd., Inglewood 90305	753-2334
RED CROSS 610 N. Eucalyptus Avenue, Inglewood 90302	674-3535
SENIOR ADULT CLUBS:	
Darby Park 3400 W. Arbor Vitae, Inglewood 90305 "Darby Parkers Club"	649-7391 Every Friday 9 - 3
Rogers Park 400 W. Beach Avenue, Inglewood 90302 "More the Merrier Club"	649-7504 Every Thursday 8:30 - 1:30
Siminski Park 9717 Inglewood Avenue, Inglewood 90305 "Siminski Senior Citizens Club"	649-7455 Tuesday 9 - 2

SENIOR ADULT LUNCHEON - Every Wednesday at 12:00	677-5133
First Presbyterian Church	
100 N. Hillcrest Blvd., Inglewood 90301	
SENIOR CENTER	674-6555
324 E. Queen Street, Inglewood 90301	
SOCIAL SECURITY ADMINISTRATION	227-1111
230 E. Spruce Street, Inglewood 90301	
SOUTH BAY MENTAL HEALTH SERVICE	679-0441
13543 S. Hawthorne Blvd., Hawthorne 90250	
TAXI CABS:	
ALL AMERICAN CAB	646-8000
ROLLING HILLS CAB	674-1234
YELLOW CAB	670-1234
TRAVELERS AID SOCIETY	646-2270
606 World Way, Room 230	
International Airport, Los Angeles 90045	
VOTING INFORMATION (Inglewood City Clerk)	649-7280
One Manchester Blvd., Inglewood 90301	

The Inglewood main library offers the following services:

Audio-visual Programs	Electric Typewriters
Braille	Listening Booths
Children's Programs	Reference
Copying Machines	Talking Books

MAIN LIBRARY
 101 W. Manchester Blvd.
 Mon-Sat 9:00 a.m.-9:00 p.m.
 Sunday Noon - 6:00 p.m.
 649-7380

CRENSHAW-IMPERIAL BRANCH
 11141 Crenshaw Boulevard
 Tuesday 12-9
 Thurs. & Sat. 10-6
 649-7403

MORNINGSIDE PARK BRANCH
 3202 West 85th Street
 Monday 12-9
 Wednesday & Friday 10-6
 649-7400

IPL 11/76

EVALUATION OF EFFECTIVENESS

The primary goal of Community Services is to provide service to those who cannot use the Library in its traditional form. Various methods of determining the effectiveness of resources, services, and programs for this group are used as appropriate. These measurement methods are written forms, comments from users, written communications, requests for materials and services, objective criteria, and comparison with other libraries. The information collected is used to strengthen and improve library resources and services.

FORMS

Written forms are used to compile information and statistics.

- 1) User's Reaction forms (See examples page 87 and 88), are used to evaluate resources, services, and programs and may indicate a positive or negative response.
- 2) Book Order Suggestion forms (See example page 89) for large print books aid in evaluating this collection.
- 3) Program Attendance Record forms (See example page 89) are used whenever appropriate to evaluate public interest in a specific Library activity. The effectiveness of programming in a convalescent hospital cannot be determined by attendance statistics. The audience does not fluctuate because of lack of interest, but rather because of factors beyond the control of the librarian. The average attendance remains the same.
- 4) Program Request and Evaluation forms (See example page 76) are used to evaluate public response and also include observations made by the staff involved. This method of evaluation is impractical for some special groups like the deaf, visually impaired, and convalescent hospital patients. If convenient, the group supervisor could evaluate the program.
- 5) Special forms known as Use Index Cards (See example page 90) indicate how often large print books are circulated.

VERBAL COMMENTS

Verbal comments from users offer another way of determining the effectiveness of materials and programs. A verbal comment can be recorded by the Community Services Librarian and action taken accordingly. Talking book users are telephoned to determine if they are receiving satisfactory service.

CORRESPONDENCE

Letters written by members of the community such as the director of a convalescent hospital or the supervisor of a special group commending or requesting a service are also useful evaluative tools.

REQUESTS

Patrons may request additional services and materials. The Library must determine which patron requests for additional services and materials will increase Community Services effectiveness.

STUDIES AND REPORTS

Information derived from other libraries and from government reports is useful in evaluating Library services.

OBSERVATION

Observation of programs by the staff and the Community Services Librarian also provides helpful information.

VISITS

Visits to other libraries provide the opportunity to obtain ideas from others involved in similar services.

TRAINING

Exposure to workshops, formal education, and conferences increase the Community Services Librarian's awareness of new developments in the field and allow more effective evaluation of existing services and materials.

TALKING BOOKS

Specific information on evaluating the talking book service is found on page 38.

INGLEWOOD PUBLIC LIBRARY

No. _____

Date _____

USER'S REACTION TO LIBRARY RESOURCES AND SERVICES

REVIEW AND ACTION

ADMINISTRATIVE ASSISTANT

TYPE OF
REACTION

Commendation ☐ Complaint ☐ Observation ☐ Recommendation ☐

SUBJECT

USER'S NAME
AND ADDRESS

TO LIBRARY DIRECTOR

Date: _____

DIVISION HEAD CONTACTED:
COMMENTS AND RECOMMENDATION:

ACTION TO BE TAKEN:

INGLEWOOD PUBLIC LIBRARY

USER'S REACTION TO LIBRARY RESOURCES AND SERVICES

TYPE OF
REACTION

Commendation ☐ Complaint ☐ Observation ☐ Recommendation ☐

REMARKS

If reaction is to a specific item--please identify

NAME AND ADDRESS
OPTIONAL



DATE

MAIN ☐

EX 1 ☐

EX 2 ☐ INITIAL

75					
76					
77					
78					
USE INDEX DO NOT REMOVE THIS CARD A Fee Will Be Charged A Fee Will Be Charged DO NOT REMOVE THIS CARD XEDNI ES U					
					82
					81
					80
					79

USE INDEX CARD

PLANS AND PROJECTS

As the Community Services program at the Inglewood Public Library continues to expand, many new services are being considered for future development. These services would be offered to special groups such as the elderly, the hospitalized, the physically handicapped, and the exceptional child. The actual development of these services is dependent to a large extent upon an increased budget and additional staff. Volunteers would also play an important role in implementing programs such as the shut-in service.

THE ELDERLY

Convalescent hospitals. The Community Services Librarian currently reaches many older adults by visiting 50 percent of the convalescent hospitals in Inglewood on a weekly basis. Each program consists of films and reading to groups of approximately 25 patients. Future plans include visiting additional hospitals and extending service to bedridden patients who are unable to participate in groups. This extended service will be possible only with the cooperation of the hospital administration.

Shut-in service. The proposed shut-in service has been described in Chapter 9. It is designed to reach older adults and others who are confined at home, unable to get to the Library, and have no one to perform this service for them. The success of this service would depend upon the availability of staff, including volunteers.

Senior centers. Film programs would be initiated on a monthly basis at centers of senior adult activity, such as the Salvation Army, local parks, and church sponsored luncheons. Publicity announcements would be distributed encouraging seniors to visit the Library and obtain library cards.

Enlarging equipment. Many senior adults with limited vision are unable to read regular size print. More of them might use the Library if reading aids which enlarge small print to a readable size were available. A "reading center" located in a specific location of the Library would be equipped with enlarging devices of different magnifications. Perhaps these devices might circulate for a limited period of time.

Reading groups and lectures. Although the Library offers programs for everyone, specific activities could be offered for senior adults at the Library. Those who are interested in books might enjoy a monthly reading group where they could join in discussing their favorite books.

Senior adults might also be interested in a series of lectures by qualified speakers on planning for retirement living, including topics such as finance, hobbies, travel, health, and nutrition.

Large print books. Many senior adults in convalescent hospitals and retirement residences have failing eyesight and prefer reading books in large type. With an expanded book budget, more large print materials would be added to the existing book collection.

THE HOSPITALIZED

The hospitalized refers to those in general hospitals rather than convalescent or nursing homes. If the Community Services Librarian is trained in children's services, arrangements could be made to visit children who are hospitalized. Storytelling and picture book sessions might make children more relaxed in the hospital environment. Older children also might enjoy book talks which introduce them to new books.

Adults who are temporarily hospitalized usually have access to reading material provided by auxiliary groups. These patients might also welcome bedside visits from the Librarian who could offer them suggestions on what to read.

The success of this service would depend upon the availability of staff and cooperation from the hospital administration.

THE PHYSICALLY HANDICAPPED

The physically handicapped include the blind or partially sighted, the deaf or hard of hearing, and the wheelchair confined.

PHYSICALLY HANDICAPPED - THE BLIND OR PARTIALLY SIGHTED

Reference service. The Library offers a telephone reference service to all of its patrons, including the blind. More publicity distributed to churches, senior centers, and doctors' offices will make them aware of this library service.

Enlarging devices. As previously mentioned, magnifying devices available in the Library would enable the partially sighted to read library materials and written material such as their personal mail.

Listening room. The blind could also have a listening room specially equipped with talking book machines and/or cassette players, and headphones. The talking book collection would be available nearby for personal selection. A staff member would be available to assist them during their visit.

Large print typewriter. A large print typewriter and Perkins Brailier would also be available for the partially sighted to use in the Library.

PHYSICALLY HANDICAPPED - THE DEAF AND HARD OF HEARING

The Library has had little contact with the deaf and hard of hearing community. A worthwhile relationship would develop if there were services and resources that appealed to them. The following resources and services are recommended for the deaf community.

Reference file. The Community Services Librarian would maintain a file of the services in the local area available to the deaf.

Resources. The Library's collection of materials about deafness would also be expanded by contacting agencies for free information and by purchasing books on deafness.

Film programs. The deaf and hearing impaired would also enjoy captioned and non-narrated films shown as a special program or integrated into regular film programs.

Exhibits. To increase public awareness, materials for and about the deaf, as well as equipment used by them, would be displayed in the Library. The Library would specifically acknowledge Deaf Awareness Week during the first week in December with displays, hearing tests, and storytelling in American Sign Language.

Sign language. Contact with the deaf community could be more successful if the Library had someone who could communicate with them in sign language. Staff members could learn fingerspelling and sign language, which would enable them to communicate with the deaf.

Joyce Media Inc. (P.O. Box 458, Northridge, CA 91328), a company specializing in audio and visual materials for the hearing and the deaf, has a loop film kits available for those learning American Sign Language.

Orientation. With the aid of an interpreter the Community Services Librarian would offer orientations to the Library for the deaf and hearing impaired.

Publicity. A publicity campaign of flyers, posters, news releases, group talks, and agency contacts would encourage the deaf to use the Library.

PHYSICALLY HANDICAPPED - THE WHEELCHAIR CONFINED

Programs. More films on the successful handicapped person, such as "A Day in the Life of Bonnie Consolo," would be included in film programs.

Publicity. The Library does not impose physical barriers which restrict the entry of the wheelchair confined. Publicity concerning the accessibility of the Library would be distributed.

Exhibits. Free materials on hiring the physically handicapped would be made available to Library patrons.

Modification of facility. Although the main library was designed to meet the standards for use by the physically handicapped, the older branch libraries must be modified. Ramps should be installed to accommodate the wheelchair confined.

THE EXCEPTIONAL CHILD

Within the last few years, library service to the exceptional child has become a topic of discussion at library conferences and workshops interested in reaching this special group. Although the emphasis in this manual has been upon serving adults, with only a brief mention of service to children, the Library recognizes that service to the special child demands attention which is long overdue. Presently, the Children's Division is developing programs and resources to meet the needs of those children with sensory, intellectual, emotional, and physical differences who have traditionally stayed away from libraries. Special programs are also currently being designed to benefit the gifted child. To encourage them to use the Library, materials in signed English and in combined Braille and print have been purchased to begin collections for the deaf and the blind child. The Children's Division is also re-evaluating the suitability of the existing collection of audio-visual materials. Program development is contingent upon additional staff and supportive funding.

The part played by Community Services in providing services to the exceptional child will depend upon the librarian's background in children's services and resources including knowledge of the needs of the exceptional child. As an example, the Community Services Librarian would act as a liaison by arranging for special groups of deaf children to visit the Library for storytelling. If the Librarian does not know American Sign Language, arrangements would be made for an interpreter to translate the story. The Children's Division would also consult the Community Services Librarian for information on sources of equipment and materials for the special child. As the program for the exceptional child continues to develop, the role of the Community Services Librarian in it will become better defined.

SUMMARY

These are only a few of the possibilities for expanded services and resources for the elderly, the hospitalized, the physically handicapped, and the exceptional child. Since many of these programs have been successful in other communities, helpful guidelines for interested libraries have been established. As previously emphasized, the initiation of these programs depends primarily upon adequate funds and staff.

As the Library becomes more involved in offering services to special groups, it will become aware of the best techniques to use in meeting their needs. By attending conferences, workshops, and classes where ideas are shared, the Community Services Librarian will gain valuable information on how to best serve these groups.

SUGGESTED COMMUNITY SERVICES RESOURCES

As the field of community service continues to expand, additional materials are becoming available. The following select list of resources includes some books, periodicals, circulars, and films which might be of interest to others serving the community.

CONTENTS OF THIS CHAPTER

BIBLIOGRAPHY

PERIODICALS

REFERENCE CIRCULARS

FILMS

BIBLIOGRAPHY

The following list of books provides background information on older adults and the physically handicapped.

About Aging: A catalog of films. Andrus Gerontology Center, University of Southern California, 1977.

Beeler, M. G. Fancher. Measuring the Quality of Library Service. Scarecrow, 1971.

Brown, Frances. Library Service to the Disadvantaged. Scarecrow, 1971.

Dorf, Maxine B. Instruction Manual for Braille Transcribing. Division for the Blind and Physically Handicapped, 1973.

Giangreco, C. Joseph. The Education of the Hearing Impaired. Thomas, 1970.

Gilbert, Arlene E. You Can Do It From a Wheelchair. Arlington House, 1973.

INFO: Directory of Health, Welfare, Vocational and Recreational Services in Los Angeles City and County. Information and Referral Service of Los Angeles County, Inc., 1975.

Hagemeyer, Alice. Deaf Awareness Handbook for Public Libraries. Public Library of the District of Columbia, 1975.

Koestler, Frances H. The Unseen Minority: A Social History of Blindness. McKay, 1976.

Lipsman, Claire K. The Disadvantaged and Library Effectiveness. American Library Association, 1972.

Lowenfeld, Berthold. Blind Children Learn to Read. Thomas, 1969.

---- The Changing Status of the Blind from Separation to Integration. Thomas, 1975.

PERIODICALS

The following is a list of periodicals concerning older adults and the physically handicapped which are received by the Inglewood Public Library.

Aging
American Federation of the Blind Quarterly
American Washington Report
Apex
Braille Book Review
DBPH News
Deaf American
Dynamic Maturity
ERA
Harvest Years
Interaction
New York Times (Large Print)
Performance
Reader's Digest (Large Print)
Retirement Living
Senior Citizen Sentinel
Talking Book Topics
Youth Happiness (Large Print)

REFERENCE CIRCULARS

The following Reference Circulars are available from the Library of Congress, Division for the Blind and Physically Handicapped, Washington, DC 20542.

76-2 Magazines in Special Media

SEP 72 Aids for Handicapped Readers

MAY 73 Commercial Sources of Spoken Word Cassettes

77-1 Braille Instruction and Writing Equipment

AUG 73 Reading Materials in Large Print

FILMS

The following is a selected list of films concerning the elderly and the physically handicapped. These films have been chosen because they might give the viewer a better understanding of problems in the everyday lives of the elderly and the physically handicapped, and are also suitable for film program audiences. These films may be rented or purchased by contacting the film company. The NICEM (National Information Center for Educational Materials) Guide to 16mm Educational Films is a useful selection tool for films on the aged.

Art of Age. 27 minute color. This film reflects the lives of four older adults who view the aging process with an optimistic perspective and enjoy life to its fullest. ACI (Berman) 1972

A Day in the Life of Bonnie Consolo. 16 minute color. A woman born without arms demonstrates how well a handicapped person can handle daily tasks and enjoy a rich family life. Arthur Barr, 1975

Helen Keller. 48 minute black and white. This Academy-Award winning film documents Helen Keller's successful struggle to make herself understood. Phoenix, 1973

Jack Rabbit. 39 minute color. The story of a one hundred year old Norwegian-born "Jack Rabbit" who still joins in cross-country skiing races. National Film Board of Canada, 1975

Life, Liberty, and the Pursuit of Happiness. 28 minute color. This biography of Thomas Jefferson is presented in American Sign Language by Louie J. Fant, actor and sign language professor at California State University, Northridge. This film will give the viewer a better understanding of the state of the art of films for the deaf. Joyce Motion Media, Inc., 1976

Leo Beuerman. 13 minute color. The dignity of every individual is reflected in this record of one day in the life of Leo Beuerman who is physically handicapped. Center Films, 1969

Peege. 28 minute color. A youth, visiting his grandmother in a nursing home, finds that he can communicate despite the barriers of disease and old age. Phoenix, 1973

Portrait of Grandpa Doc. 28 minute color. A young artist remembers his childhood and the positive influence his father had on his painting career. Phoenix, 1976

Ruth Stout's Garden. 28 minute color. Ruth Stout, a centenarian, writes books and articles about her no work method of gardening, and encourages others to be creative at any age. Arthur Mokin, 1976

INGLEWOOD PUBLIC LIBRARY PUBLICATIONS

The following publications are available through the City Finance Department, P.O. Box 6500, Inglewood, California 90301:

Ayuda Voluntaria en la Biblioteca, 1975. 34 pp. \$4.00
(75-42239) (ISBN 0-913578-10-X)

Branch Library Service, 1977. 66 pp. \$5.00
(77-17557) (ISBN 0-913578-17-7)

Circulation Procedures, 2d ed., 1972. 75 pp. \$3.00

Cursos de Acción en la Selección de Materiales Bibliotecarios, 1976.
27 pp. \$4.00 (76-41700) (ISBN 0-913578-12-6)

Large Print Book Catalog, 1976. 322 pp. \$8.00
(76-48929) (ISBN 0-913578-13-4)

Library Community Services, 1977. 98 pp. \$6.00
(77-28184) (ISBN 0-913578-18-5)

Library Information Service, 1974. 23 pp. \$3.00
(74-17181) (ISBN 0-913578-06-1)

Library Materials Selection Policy, 1975. 27 pp. \$4.00
(75-34446) (ISBN 0-913578-09-6)

Library Objectives, Goals, and Activities, 1973. 105 pp. \$5.00
(73-22178) (ISBN 0-913578-05-3)

Library of Congress Classification Adapted for Children's Materials,
3d ed., 1976. 131 pp. \$5.00 (76-48893) (ISBN 0-913578-14-2)

Library Position Descriptions, 1970. 120 pp. \$5.00 (79-279654)

Library Reference Service, 1976. 44 pp. \$5.00
(76-13902) (ISBN 0-913578-11-8)

Library Service to the Spanish Speaking, 1977. 51 pp. \$5.00
(77-22847) (ISBN 0-913578-16-9)

Library Technical Processes Procedures, 2d ed., 1972. 126 pp. \$4.50
(72-13243) (ISBN 0-913578-03-7)

Servicio de Información en la Biblioteca, 1975. 25 pp. \$3.00
(75-15966) (ISBN 0-913578-07-X)

Subject Guide to Large Print Book Catalog, 1976. 110 pp. \$5.00
(76-30595) (ISBN 0-913578-15-0)

Volunteer Assistance in the Library, 1975. 34 pp. \$4.00
(75-19044) (ISBN 0-913578-08-8)